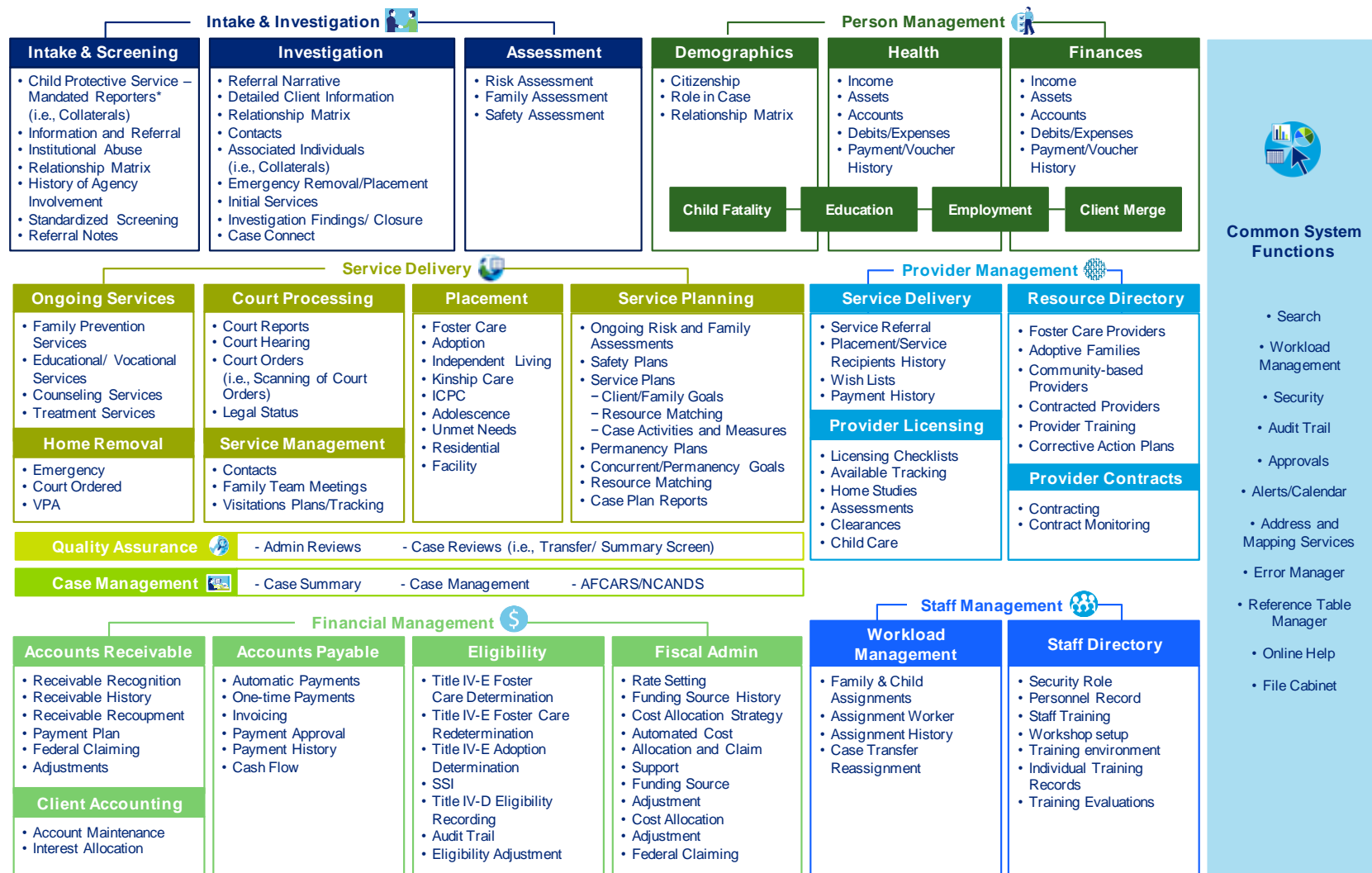


Delaware Department of Services for Children, Youth and Their Families
FACTS II, RFP #07



DE_SACWIS800_8

Figure 4.1.0-1. Delaware FACTS II provides spectrum of Child Services Functions to DSCYF

DE FACTS II Design Principles	Deloitte Approach Benefits DE FACTS II
Integrated Service Process Model	Better administer, deliver and monitor services to client by multiple programs Aligns with “One Child, One Team, One Plan”
SOA	Cost-effective integration of different systems. More effective integration with external partners and service providers. Speeds custom application development.
Rule based System	Ease of maintenance over a period of time. Less prone to logic change failures.
Centralized data model	Removes data duplication and redundancy
Audit Trail	Assist in detecting security violations, performance problems, and flaws in applications. Improve the accountability of the solution.
Streamlined Data Entry	Increases worker productivity Reduces chances of user error
Remote Access	Users can update the case information from remote locations. Improves consistency and sanity of data as up to date information can be maintained in the system
Structured Decision Making	Ensures children and families get appropriate services as per their needs.

Appendix E

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Design Principles

Design Principles					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
1-1	The FACTS II vendor will demonstrate that the business model from the proposed system, framework, or conceptual design is similar to the model used in the Delaware Integrated Service Process.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports Integrated Children Services Business model by providing a common Intake, Investigation, Assessment, Case planning for families and children for which services are provided by multiple agencies and ongoing Case Management capabilities to multiple agencies involved in Service Delivery.	Out-of-the-box – 8–12 hours	
1-2	Requirements for FACTS II functionality are included in these requirements. A question and answer session and demonstration of FACTS functionality in response to specific questions will be provided at the optional session following the Bidders' Conference.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Deloitte attended the Bidder's conference and obtained the procurement documents.	Out-of-the-box – 8–12 hours	
1-3	FACTS II will display information to support decision-making and will prompt the streamlined and non-redundant collection of required relevant information to make that decision.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses SDM® guidelines to help the user to enter streamlined and non-redundant information required to make the decision.	Out-of-the-box – 8–12 hours	
1-4	FACTS II will have a consistent look and feel (use of fields and data entry) throughout the system.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes standard data entry controls, power data entry tools, style sheets, ergonomically designed color schemes that provides a consistent look and feel	Out-of-the-box – 8–12 hours	
1-5	FACTS II will have common data elements available for all divisions.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II provides majority of the common data elements for all divisions and FACTS II will be	Extensible – 20–24 hours	

Design Principles					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			extended to incorporate elements that are not part of the transfer solution		
1-6	FACTS II will incorporate commonality of terms from an enterprise perspective.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes a common set of Service Code definitions based on our Service Taxonomy. It can be easily configured to incorporate DSCYF's terms to meet an enterprise perspective	Out-of-the-box – 8–12 hours	
1-7	FACTS II will make critical information viewable by workers and supervisors with appropriate restrictions.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's security framework allows only authorized users access to critical information. Further, this can be controlled as viewable or editable based on the security roles assigned to the workers.	Out-of-the-box – 8–12 hours	
1-8	FACTS II will allow information to be entered once and populate fields across FACTS II, eliminating duplicate data entry.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II is designed to minimize duplicate data entry. For example, person specific information is available in all cases that the person participates in and does not require that the worker enter the same information in each case.	Out-of-the-box – 8–12 hours	
1-9	FACTS II will provide flexibility in managing required and optional fields.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II is a rule based system which controls the managing of required and optional fields through business rules and rules engine.	Out-of-the-box – 8–12 hours	
1-10	FACTS II will be user friendly to facilitate access to information.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II is designed for use by social workers with minimal learning curve. The navigation system is grouped by entities such as Provider, Case, Referral, Client and sub-grouped into tasks so that all menus items related to a single task are grouped together.	Out-of-the-box – 8–12 hours	

Design Principles					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			The system provides quick access to entities by putting entities in focus through quick links and organization tab,		
1-11	FACTS II will provide information sharing between all team members assigned to a child's case.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows equal access and information sharing to all workers assigned to the child's case which eliminates duplicate data entry.	Out-of-the-box – 8–12 hours	
1-12	FACTS II will allow workers to make informed and quick decisions regarding funding opportunities and/or service availability.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's provider search functionality lets the worker know whether a provider is available for offering services, available capacity and the IV-E status. Upon offering a service to a person the solution also displays the recommended funding source for the service.	Out-of-the-box – 8–12 hours	
1-13	FACTS II will be accessible to all departmental employees with appropriate clearance and adequate infrastructure.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II being a fully web-based solution is accessible to all authorized users with an Internet connection within or outside DSCYF's network.	Out-of-the-box – 8–12 hours	
1-14	FACTS II will provide access for workers, consistent with their functional job requirements.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers a role based security access to authorized users. The roles assigned are consistent with their functional job requirements.	Out-of-the-box – 8–12 hours	
1-15	FACTS II will utilize a common set of Service Code definitions as defined by the Department.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes Service Taxonomy that is configurable to support the common set of Service Code definitions as defined by the Department	Configurable – 24–28 hours	
1-16	FACTS II will incorporate an integrated approach to service delivery standards as a framework	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides commonality across all programs and standardizes service delivery for	Out-of-the-box – 8–12 hours	

Design Principles					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	for data collection, reporting, and cost recovery.		data collection, reporting and cost recovery.		
1-17	FACTS II will provide a rules based copy forward function.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II offers a copy-forward function in places where similar current information will be needed to create a brand new record. For example, FACTS II offers copying the existing Safety Plan and person information when a intake is connected to existing investigation.	Extensible – 40–48 hours	
1-18	FACTS II will not copy forward specific data elements that are not sufficiently "recent."	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's copy forward functionality is configurable to specify specific data elements that need to be copied forward. For example, when an existing safety plan is copied to a new one not all data elements are copied. These can be specified behind the scenes for minimum impact to code.	Extensible – 80–88 hours	
1-19	FACTS II will be a "rules based" system, the support of which will be flexible enough so that the rules can be easily, quickly, and economically modified based on workflow and/or priority changes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's copy forward functionality is configurable to specify specific data elements that need to be copied forward. For example, when an existing safety plan is copied to a new one not all data elements are copied. These can be specified behind the scenes for minimum impact to code.	Out-of-the-box – 8–12 hours	
1-20	FACTS II will be flexible to facilitate changing requirements.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has been designed using rules based approach. In places where frequent policy changes occur for example IV-E eligibility determination and decision regarding abuse/neglect FACTS II has extracted the business rules and stores them in tables for easy maintenance and change readiness. Changes to policy means changes to business rules	Out-of-the-box – 8–12 hours	

Design Principles					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			in the database and can be immediately applied.		
1-21	FACTS II will maintain a transaction history rather than overwriting data.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II maintains a transaction history of critical data in the application like Provider Contracts, IV-E Eligibility Determinations and Allegation Disposition Changes. FACTS II's audit trail functionality will be extended to maintain transaction tracking of information as per requirements of DSCYF.	Extensible – 320-360 hours	
1-22	FACTS II will include date/time stamp for all information entered.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II stores a timestamp and User ID for all information entered/modified.	Out-of-the-box – 8–12 hours	
1-23	FACTS II will include a service needs assessment process that will inform planning for programming and service decisions.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's strengths and needs assessment directly feed into the service planning for informed decisions and service delivery.	Out-of-the-box – 8–12 hours	
1-24	FACTS II will allow timely and easy updates to various dropdown values.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows administrative maintenance of various dropdown values used throughout the solution. Through this centralized screen, authorized workers can update all dropdown in the solution.	Out-of-the-box – 8–12 hours	
1-25	FACTS II will have the capacity to record narrative, numeric, and categorical data.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses a rich user interface that allows users to enter different types of data like plain text, formatted text, numeric values as well as dates in the solution.	Out-of-the-box – 8–12 hours	
1-26	FACTS II will provide large narrative fields.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows narrative fields that can store large	Out-of-the-box – 8–12 hours	

Design Principles					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			amount of narrative which can easily loaded onto the screen and stored in the database.		
1-27	FACTS II will provide upcoming task management that recognizes the level of importance of the task and the due date. Priority of tasks will be given for those that must be done to complete a case. Task priority and timing will be defined by user role.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II helps in task management through ticklers and alerts that remind workers of the completion dates of the tasks assigned to them. FACTS II will be customized to extend this functionality and add more alerts and ticklers to help users complete the priority tasks on time	Configurable – 120 hours	5
1-28	FACTS II will capture codifiable data as specific data elements, rather than as text or notes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II encourages standardized data entry wherever possible by use of dropdown values where standard data needs to be entered. It does not rely on users to enter the information as text or note.	Out-of-the-box – 8–12 hours	
1-29	FACTS II must include integrated criminal background checks for multiple purposes.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II captures background checks for providers and staff. It will be further extended to integrate these criminal background checks for purposes as specified by DSCYF.	Extensible – 20–24 hours	
1-30	FACTS II will provide the easy identification and association of related entities, such as resources and persons.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. All entities in FACTS II are assigned a unique identifier and thus can be easily identified and associated with each other.	Out-of-the-box – 8–12 hours	
1-31	FACTS II will provide alerts, reports, ticklers, or messages that are defined by and supported by specific business rules.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II contains a comprehensive set of alerts, and ticklers that are configurable. Every alert in the system is created when it meets a specific business rule and deleted when a completion condition has	Out-of-the-box – 8–12 hours	

Design Principles					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			been met in the system		
1-32	FACTS II will have the capacity to support remote and decoupled worker computing from the field.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II is accessible to all authorized users that have an internet connection and an IE browser regardless of whether they are in office or in the field.	Out-of-the-box – 8–12 hours	

Common System Functions Requirements

System Navigation/System Help

System Navigation/System Help					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
2-1	FACTS II will permit easy navigation (e.g. minimal clicks) between various places in the application to maximize ease of navigation for end users. For example, it will be possible to switch from persons to programmatic places without having to exit the screen, call up a new screen, enter data and search for the additional information.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's navigation system in is designed to allow user reach the desired location with minimal clicks. The quick link and the organizer tab of FACTS II allows worker to easily switch to different workflows in his workload. Also, the worker can bring the person view in focus by remaining in the case view. He does not have to switch between the two views.	Out-of-the-box – 8–12 hours	
2-2	FACTS II will provide multiple open windows & easy return to prior screen.	1 - Must Have	Deloitte's proposed FACTS II will be customized to allow workers to open multiple open windows and work simultaneously in both the windows.	Custom – 300–340 hours	
2-3	FACTS II will provide dynamic views and the ability to focus on pieces of screens (ability to resize open FACTS II screens).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II is web based solution and hence users can resize the window and put different screens in focus.	Out-of-the-box – 8–12 hours	
2-4	FACTS II will be able to sort and	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –	

System Navigation/System Help					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	organize by categories (e.g., case plans, legal documents, progress reviews, etc.) and client across service divisions (e.g., into folders).		requirement. FACTS II's menus system is categorized according to Case, Referral, Provider, Staff, etc. The document management system i.e. the File Cabinet has also been designed and categorized based on the type of documents that are being stored in the appropriate folders.	8–12 hours	
2-5	FACTS II will incorporate system/worker custom preset defaults (e.g., county, city). System will prefill different types of fields based upon worker location, department, etc. (e.g. workers in Sussex County have the County field defaulted to Sussex).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II is user aware and pre-fills the relevant user information as required on the screens. The solution will be extended to incorporate worker defaults in the solution where required by DSCYF.	Extensible – 50-58 hours	
2-6	FACTS II will have the ability to override defaults (where applicable).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows workers/supervisors to override the system decision. For example, the referral outcome, client returned by client search, funding source, etc.	Out-of-the-box – 8–12 hours	
2-7	FACTS II will incorporate smart dropdowns that are filtered based on data entered, to reduce data errors (e.g., only Cities within the selected County will be listed).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses a reference table that stores the hierarchy of the values and populates the dropdowns based on the value in the parent dropdown. For example, allegations are divided into different types and only that type will be populated for the selected allegation.	Out-of-the-box – 8–12 hours	
2-8	FACTS II will allow worker customizable desktop views, such as: Provider, Licensing, Client/Case, Financial, Cost Recovery, Organization, QA (dimensions are time, organization), Unique Programmatic	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II offers dynamic views based on the entity in focus such as the Provider, Client/Case, Financial, etc. and the security rights assigned to the logged in worker. FACTS II will be customized to display views specific to the Service and Program area of the	Custom – 130–144 hours	

System Navigation/System Help					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	Areas/Service Types		worker.		
2-9	FACTS II will allow customizable case, family and individual view capability across services.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II offers dynamic views based on the entity in focus such as the Provider, Client/Case, Financial, etc. and the security rights assigned to the logged in worker. Deloitte will work with DSCYF to extend the functionality for customizing the view specific to the Service and Program area of the worker.	Extensible – 200–220 hours	
2-10	FACTS II will provide multiple summary types (e.g., medical, educational, custody history, placement) and views (related information summarized in one place).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II displays case summary information through the case summary screen. The Client Summary screen displays the medical, educational, custody history, and placement information of the client. The Search results screen display a summary snapshot of the entity (case, client, referral) being searched.	Out-of-the-box – 8–12 hours	
2-11	FACTS II will include both programmatic (e.g., policy and practice) help and technical support including for individuals who are accessing the system remotely.	1 - Must Have	Deloitte's proposed FACTS II will be customized to create help documents that will be accessed by individuals logging in remotely in the application.	Custom – 400-440 hours	
2-12	FACTS II will provide online, context-sensitive help and link to appropriate policy, procedures, resource manuals, glossary, data dictionary, and other help resources.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II offers link to policy, and procedure documents. It will be extended to provide online context-sensitive help and link to data dictionary and other help resources.	Extensible – 600–640 hours	
2-13	FACTS II will provide DSCYF administrative ability to update/maintain Help.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. Authorized users can maintain and update help and deployment team will deploy the modified help file.	Out-of-the-box – 8–12 hours	
2-14	The FACTS II vendor will write the	1 - Must Have	Deloitte's proposed FACTS II partially meets this	Extensible - 440	

System Navigation/System Help					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	original help function and content, for each version while vendor is under contract.		requirement. FACTS II supports help functionality. New help file will be created documents for the functionality offered in the FACTS II.	hours	
2-15	FACTS II will provide event copy with carry over standard data and edit capacity for items/data for repetitive processes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers copy functionality when a intake is accepted to an investigation, when a referral is opened to a case for services, on safety plan, comprehensive family assessment, etc.	Out-of-the-box – 8–12 hours	
2-16	FACTS II will provide department hyperlinks to Web resources outside of FACTS II.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II shows the hyperlinks that will navigate the user to department policies and procedures web pages that reside outside of FACTS II.	Out-of-the-box – 8–12 hours	
2-17	FACTS II will provide logical and consolidated data input, with the least redundancy possible, as well as logical navigation to most frequently used screens.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II is designed using rich UI elements like grids and tabs to enable user to enter data in a single screen rather than spread across the application. The menus are designed in a logical manner that mimics the business flow. Data is captured and stored in a way to reduce data redundancy. For example, client information entered in one case is accessible in all other cases where the client is also participating.	Out-of-the-box – 8–12 hours	
2-18	FACTS II will provide voice recognition (dictation) software.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.		
2-19	FACTS II will provide the use of touch screens and Intelligent Character Recognition for the documentation of information.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.		

System Navigation/System Help					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
2-20	FACTS II will footprint (timestamps and User IDs) all entry/adjustment changes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's audit trail functionality stores the timestamp and user ids of all entries, adjustments as well as screen access audit trail.	Out-of-the-box – 8–12 hours	

Search Processes

Search Processes					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
3-1	FACTS II will have a unified search function, e.g., Person Screening, Hotline search, service provider agency (parent organizations), service provider screening (foster parents), resource screening (licensed child care agency). Searches will be flexible and based on attributes such as: Person ID, Name, DOB, MCI# (DHSS), status, Soundex, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's global search function searches persons, providers, staff, and household members. This function is during new person, provider, and household member creation. User has ability to search on multiple attributes like name, person ID, SSN#, geographic area. The search includes soundex search as well as alias search and like search.	Out-of-the-box – 8–12 hours	11, 8
3-2	FACTS II will provide a rules based and context sensitive search function. The search fields are determined based upon where user is in FACTS II.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to implement context sensitive search based on the screen where the user invokes the search function. The search fields will be determined based on the fields on the screen.	Custom – 240–256 hours	
3-3	FACTS II will provide keyword search (e.g. within a case or person record).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to implement key word search that will search for the given keyword in case notes and other narratives in the text and display results as decided upon during JADs.	Custom – 120–132 hours	

Search Processes					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
3-4	FACTS II will allow for searches of historical data with timestamps (state of data at point in time when change occurs).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. Deloitte's proposed FACTS II supports five basic searches that include Case Search, Referral Search, Person Search, Provider Search, and Staff Search. Deloitte will customize the above mentioned searches to search for of historical records and display search results on a point in time basis.	Extensible – 400–440 hours	
3-5	FACTS II will allow for configurable limits on the number of search results.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's search module allows users to set limits on the number of search results in a configuration file. This takes immediate effect without requiring compiling and deploying code.	Out-of-the-box – 8–12 hours	1
3-6	FACTS II will provide automatic, manual, and customizable filters when executing searches. For example, the system must allow a person/entity search by unique identifier # (PID/RID) with at least 8 levels of validation. This includes the capacity of searching by legal and alias name, partial names, phonetic spelling, and by service history. FACTS II must also support ranges in the search criteria (e.g. neighborhood, ages, dates of service, etc.)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's search function uses automatic and manual filters when executing searches. The automatic filters are used when creating a new client in the hotline report or in a case or referral. In this case the search parameters used are first name, last name, SSN, and Date of Birth. The manual filters are invoked when a worker does a search with the intention of browsing or modifying its information. FACTS II will be customized to make the search filters customizable to fine tune the searches without changes to the program	Extensible – 80-88 hours	4, 1
3-7	FACTS II will force a person/entity search prior to allowing the creation of a new person/entity.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's search function is automatically called when the worker creates a person record or updates an existing person record in either the case or referral.	Out-of-the-box – 8–12 hours	
3-8	When creating a person or entity, FACTS II will require that key	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement.	Out-of-the-box – 8–12 hours	

Search Processes					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	search data elements are required data entry fields (no nulls).		FACTS II validates whether user has entered all mandatory fields prior to invocation of the automatic search function. The screen is designed such that these search parameters are part of the mandatory fields and need to be filled by the worker.		
3-9	The FACTS II vendor will identify the required fields for each search type and where in FACTS II this field is captured/referenced (including help).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II captures the search parameters as mandatory fields to increase the relevancy of the search results.	Out-of-the-box – 8–12 hours	
3-10	FACTS II will have capability to search external databases and display match data for comparison (dependent upon security access/authorization and the existence of an interface with the appropriate system).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to identify the external databases that need to be searched and design search programs that will access these databases on a real time basis or offline (through interfaces) and display match data for comparison. Deloitte understands that Delaware has MCI and Client search matching will be performed against MCI.	Custom – 320–360 hours	
3-11	FACTS II will integrate 'Pre-canned' searches that are external to FACTS II but outside of the State network (e.g. could be used in Credentialing via Google, Yahoo, and Interfaces).	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.		
3-12	FACTS II will search and display matches for comparison and automatically integrate appropriate data elements into the current application function.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's search results are comprehensive in that they display the results in a grid format where users can compare the search results as well offer drill-down functionality and display related entity details.	Out-of-the-box – 8–12 hours	
3-13	FACTS II will have the capacity to report a 'potential' duplicate list if n% threshold of search criteria in	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's search results have rankings similar to	Extensible – 40–48 hours	

Search Processes					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	the system is met.		weighted-scores. Higher the ranking (90% and above) indicates a potential match. FACTS II will be customized to make this more explicit so that the worker can see the list of all potential duplicates		
3-14	FACTS II search results will have weight-scored indicators.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's search results have rankings similar to weighted-scores. The rankings are decided based on how closely the result matches the search parameters,	Out-of-the-box – 8–12 hours	
3-15	FACTS II search results will provide indicators of statuses, consistent with accessibility requirements such as 508.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II meets ADA compliance standards and can be easily extended to meet the Section 508 accessibility requirements.	Extensible – 40–48 hours	
3-16	FACTS II search return will provide enough detail that the entity can be identified within the context of the current work event.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's search results identify the type of entity for example, a person or provider or household member as well as display summary details regarding the entity.	Out-of-the-box – 8–12 hours	
3-17	FACTS II will provide the ability to sort Search returns by the search criteria.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's search result grid is allows user to sort the results based on the search parameters that are also displayed in the grid.	Out-of-the-box – 8–12 hours	
3-18	FACTS II will provide ad-hoc searches of entities that do not have predetermined relationships.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II searches for entities whether or not they are related to other entities or independent. If an entity is related to other entities then FACTS II Search functionality displays details of the related entities in the drill down results.	Out-of-the-box – 8–12 hours	

Person Management

Person Management					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
4-1	FACTS II will generate a permanent, unique identifier for each person in the system, with identified exceptions. For example, FACTS II must be able to maintain a person record without requiring a PID for intakes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II identifies every person in the system by a unique identifier. However, FACTS II also offers functionality to allow persons to be available as temporary entities until acceptance and approval to be linked to a unique PID.	Out-of-the-box – 8–12 hours	
4-2	FACTS II will permit a person's involvement in multiple cases or service episodes simultaneously.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows a person to participate simultaneously in multiple cases with different roles in each case. Also, he could be offered multiple services simultaneously.	Out-of-the-box – 8–12 hours	
4-3	FACTS II will maintain historical information on person/entity.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II maintains historical information of a person's education, employment, military service, alias names, relationships, finances such as income, assets and debts and also medical history and appointments. FACTS II will be customized to track additional historical information as required by DSCYF.	Extensible – 40–48 hours	
4-4	FACTS II will provide updates, changes, modifications, and corrections of entities (providers, persons, resources, placements, etc.). The same information must be linked throughout the system to update it everywhere and notify affected staff. That is, corrections cascade into related events.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II allows entities to be modified and the modified information is available to all dependent entities. For example, if a person's name, Date Of Birth, SSN#, etc. is changed then the same will also be reflected in other cases where the person is participating. The solution sends alerts and notifications to workers if information such as a person's age changes. FACTS II will be customized to add more notifications as per the requirement.	Extensible – 40–48 hours	10
4-5	FACTS II will maintain viewable,	1 - Must Have	Deloitte's proposed FACTS II partially meets this	Extensible – 40–	

Person Management					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	up to date, current, and historical “red-flag” information for each person as appropriate. These include items such as suicide risk, absconder risk, Medical, Eligibility, Custody, Education, Placement, and other safety issues, etc.		requirement. Deloitte’s proposed FACTS II’s Person Management will be extended to capture identified red-flag indicators that include items such as suicide risk, absconder risk, Medical, Eligibility, Custody, Education, Placement, and other safety issues, etc.	48 hours	
4-6	FACTS II will excerpt critical or red flagged information, attach it to the person, and send an alert to any worker assigned to the person.	1 - Must Have	Deloitte’s proposed FACTS II partially meets this requirement. FACTS II’s Person Management will be extended to capture identified red-flag indicators and send an alert with the information attached to the worker assigned to the person.	Extensible – 40–48 hours	
4-7	FACTS II must include a department-wide roles and relationships table to allow linking persons to persons or services.	1 - Must Have	Deloitte’s proposed FACTS II fully meets this requirement. FACTS II allows person to link to another person through relationships. The relationships are a department-wide table that can be used for all persons belonging to different service areas.	Out-of-the-box – 8–12 hours	
4-8	FACTS II will make legal custody/guardianship information immediately available and viewable for all children. For example, the person view should show who has custody/guardianship, when issued & rescinded, etc.).	1 - Must Have	Deloitte’s proposed FACTS II fully meets this requirement. FACTS II’s person summary screen displays snapshot of the important information of the child such as demographic information, current placement location and his foster parent/guardian information, services offered to the person, custody status, home removal information, next court hearing type and dates, next service plan date and date when the case plan was last reviewed as well as the most recent contact details.	Out-of-the-box – 8–12 hours	
4-9	FACTS II will have a centralized place for recording current and maintaining historical health and education information, whether entered directly or retrieved from an	1 - Must Have	Deloitte’s proposed FACTS II partially meets this requirement. FACTS II has person health module that stores comprehensive health information of a person including the medical appointments, medications	Extensible – 40–48 hours	

Person Management					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	interface. This information will be found from the Person view and will be searchable. Some information should be required.		taken, allergies, tests conducted, medical insurance details as well as medical history of the person. The education module captures education information starting from day care till college/university attended by the person. FACTS II will be customized to make this information searchable.		
4-10	FACTS II will include demographics and permit automated and manual updates.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's client information screen captures the person demographics information that can be updated manually. FACTS II will be customized to identify areas where automated updates to demographics are required and implement the same.	Configurable – 20–24 hours	
4-11	FACTS II will allow recording detail on race, ethnicity, and cultural background according to Federal requirements.	1 - Must Have	Deloitte's proposed FACTS II solution fully meets this requirement. FACTS II captures race, ethnicity, and cultural background information according to Federal requirements.	Out-of-the-box – 8–12 hours	
4-12	FACTS II will document (behind the scenes) all updates to person record for accountability purposes and to ensure data quality and maintain history of data.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II maintains an audit trail of all key demographic information changes that include name, date of birth, SSN#. FACTS II will be extended to audit additional person attributes defined by DSCYF.	Extensible – 450–490 hours	
4-13	FACTS II will track all prior history of activity with the department. SACWIS I.A.2.(2)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II tracks and maintains prior history of activity and displays all prior historical information known to the system FACTS II displays known prior historical reports related to a family during intake approval that will help the worker to decide the next course of action which could be a new investigation or link to an ongoing	Out-of-the-box – 8–12 hours	

Person Management					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			investigation of the same family.		
4-14	FACTS II will ensure that changes made to a person record are updated appropriately throughout the entire record, including case name.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II contains triggers that will sync up the person information consistently in all required areas when modifications are made to a person record. FACTS II will be extended to update the case name when a person's name is modified.	Extensible – 20–24 hours	
4-15	FACTS II will allow for the assignment of appropriate roles for people in cases.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports assigning roles to person participating in a case as required.	Out-of-the-box – 8–12 hours	
4-16	FACTS II will provide person and/or case groupings to allow capture of classifications of people or cases (e.g., all new applicants who are hurricane evacuees, grant participants).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II will be configured to identify additional classification areas and add those to the person information screen as reference data.	Configurable – 20–24 hours	
4-17	FACTS II will provide person assignment to groups such as teams, committees, or programs, for both staff and clients.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides person assignment to groups such as teams, committees, or programs for both staff and clients	Out-of-the-box – 8–12 hours	
4-18	FACTS II will utilize the most accurate & efficient methods of matching person identifications to avoid duplications in the system and ensure data quality.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses state of the art search tools that employ variety of search matching algorithms like phonetic search, alias search, nicknames, short forms as well as configurable search parameters to identify potential duplicate records and flag them so that the worker does not create duplicate data.	Out-of-the-box – 8–12 hours	

Worker Management, Assignments, and Workload Weighting

Worker Management, Assignments, and Workload Weighting					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
5-1	FACTS II will have one primary worker assignment and one primary supervisor assignment, but allow multiple secondary assignments and/or read/write access to variety of cases. For example, for temporary coverage or to allow members of a team to cover for each other. System will allow exceptions to mandatory assignments.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Every case in FACTS II can have only one primary assignment and multiple secondary assignments that could be read/write based on worker security.	Out-of-the-box – 8–12 hours	
5-2	FACTS II will provide supervisor assignment of staff to case/client.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows a supervisory assignment of staff to either a case or client as deemed necessary.	Out-of-the-box – 8–12 hours	
5-3	FACTS II will maintain case assignment history, and allow for drilling down through hierarchical or successive assignments.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II keeps track of all assignments created for a case from case creation to case closure. All these assignments are presented in a easily viewable format on the Assign/Transfer summary screen which is also used to end date an open secondary assignment or transfer an open primary assignment.	Out-of-the-box – 8–12 hours	
5-4	FACTS II will provide multi-tiered organizational structures and maintain historical information to support dynamic organizational changes, and be able to easily view the organizational associations.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers functionality to store a multi-tiered hierarchical organization structure. The information is displayed in an easily viewable tree structure that allows re-organization of the hierarchy in a user friendly manner.	Out-of-the-box – 8–12 hours	
5-5	FACTS II will allow for a case weighting system that supports reporting requirements, e.g.,	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to	Custom – 80–88 hours	

Worker Management, Assignments, and Workload Weighting					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	Senate Bill 265 criteria.		allow for case weighting system that supports reporting requirements		
5-6	FACTS II will provide a back-up or on-call rotation schedule with case weighting capability and worker competencies/ability (e.g., statewide across counties, regions, teams and units as mandated by Senate Bill 265).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II captures staff on call rotation schedule. FACTS II will be customized to allow for determination of the schedule based on the case weighting capability and competencies/ability of the worker	Extensible – 40–48 hours	
5-7	FACTS II will provide the use of case workload management & modification by weighting activities via user interface based on time, expertise required, and complexity; must be flexible to adjust to changes in case activities.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to add a user interface to determine the workload weighting criteria and apply it to the worker's workload to determine the current workload and also use the weighting criteria before assigning new cases,	Custom – 120-132 hours	
5-8	FACTS II will track recording of information about a worker's abilities; such as skills, competencies, length of assignments, start/end dates.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II captures the length of assignments including the start and end dates, worker's educational and background experience that includes his skills and competencies.	Out-of-the-box – 8–12 hours	
5-9	FACTS II will provide electronic assignment of referrals based on a variety of events, (e.g., directions in court order to appropriate facility, Detention, or to Probation Supervisor, for further assignment. SACWIS I.A1.(1)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's assignment functionality supports transferring of electronic assignments based on any event but not limited to directions in court order to appropriate facility, Detention, or to Probation Supervisor.	Out-of-the-box – 8–12 hours	
5-10	FACTS II will record and report which worker performed which transaction and service activity.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's audit trail functionality tracks the date and time of last change and person who made the change. The audit trail will be customized to store the	Extensible – 100-112 hours	

Worker Management, Assignments, and Workload Weighting					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			information prior to the update to show a complete picture of the transaction.		
5-11	FACTS II will have capability to transition between case types, assigned workers, and service types, and will maintain the history of each case.	1 - Must Have	Deloitte's proposed FACTS II solution partially meets this requirement. FACTS II solution stores the assignment history, closure and reopen history of each case. Deloitte will add the ability to store case type history.	Configurable – 20–24 hours	
5-12	FACTS II will easily identify all assigned worker(s) when a child becomes known to the department.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II tracks and maintains the assigned workers linked to the child.	Out-of-the-box – 8–12 hours	
5-13	FACTS II will allow the assignment of tasks across organizational boundaries.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows case transfer across organizational boundaries. When a case is transferred across an organizational boundary the assignment goes to the supervisor of that unit. He can then transfer the case to his workers	Out-of-the-box – 8–12 hours	
5-14	FACTS II will utilize performance indicators at caseload level that are accessible by worker and management.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II's Workload module will be customized to define performance indicators and utilize them during caseload assignments and transfers.	Custom – 160–176 hours	
5-15	FACTS II will provide tracking of time spent on case and/or activity that is flexible, has ease of use, and requires minimal time and data entry.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's TimeStudy screen in the staff module of allows workers to document the time they spent on different activities like Case Management, Training, Eligibility Determination, Placement and Judicial Determination, Service Administration, etc. The user interface is simple and requires the activity and the time spent as the only information that needs to be documented.	Out-of-the-box – 8–12 hours	

Worker Management, Assignments, and Workload Weighting

RFP #	Requirement Description	Priority	How Met	Est. Hours
5-16	FACTS II will make staff/client ratio determinations based on configurable rules and trigger an alert notification (e.g. to 24 hr facilities) when conditions are met.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to identify the rules used to determine staff/client ratio and send alerts as per the required criteria.	Custom – 80–88 hours

Workflows and Checklists

Workflows and Checklists

RFP #	Requirement Description	Priority	How Met	Est. Hours
6-1	FACTS II will provide a Worklist and Case list view.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II displays the workload list that lists all workflows assigned to the worker. It includes the assignment type, entity type, date assigned, etc.	Out-of-the-box – 8–12 hours
6-2	FACTS II will provide the administrative ability to change the workflow sequence.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's workflow engine allows supervisors to transfer the workflow to a different supervisor during their absence	Out-of-the-box – 8–12 hours
6-3	FACTS II will allow supervisors to authorize workers to view other workers' case lists and worklists as appropriate.	2 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II, upon allotment of appropriate security codes, a worker can view other workers' case lists and work lists which are normally restricted to a supervisor.	Out-of-the-box – 8–12 hours
6-4	FACTS II will provide the customization of desktops by users (favorites, my reports, etc.).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II configures the desktop based on the logged in worker's security roles and his unit/county. Currently the solution does not offer user customization of the desktop. FACTS II will be modified to allow customization of desktop by users by giving dashboard	Custom – 96–108 hours

Workflows and Checklists				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			functionality so that they can configure the home page as per their needs	
6-5	FACTS II will allow flexible worklistings based on worker function.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II determines the workflow process based on the intake and case type which will determine the work listing for the worker.	Out-of-the-box – 8–12 hours
6-6	FACTS II will display a summary of significant events across cases and divisions for a specific child or family.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II has case and client summary screens that mention the important events in the life of a child like home removal, custody status, placement details, contact information, etc. The Case summary screen displays the milestone dates for a family like the ISP Date, Court hearing, safety plan and the case closure history. FACTS II will be extended to display more milestone events on these screens.	Extensible – 20–24 hours
6-7	FACTS II will allow automated worklisting of School Enrollment in DSCYF facilities based upon the facility census.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to interface with School Enrollment systems to automatically fetch and store the information in the proposed FACTS II.	Custom – 100–120 hours
6-8	FACTS II search functionality will be incorporated (automatically) into the workflow to automate specific steps whenever possible (e.g., system will allow person/entity searches by Licensure, Credentialing, Facility, Profession, or Agency).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II within the Person workflow automates search to perform duplicate person check to avoid duplicate persons being created in the system. FACTS II within the Eligibility workflow does automated Provider Licensing check to determine the Eligible-Reimbursable status of the provider that will be used in IV-E claiming.	Out-of-the-box – 8–12 hours
6-9	FACTS II will incorporate supervisory and managerial review	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement.	Out-of-the-box – 8–12 hours

Workflows and Checklists				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	screens, e.g., checklist to track that required documents are in the paper file case (SS card, birth certificates, etc.).		FACTS II contains business validations and checklists that do not allow supervisor approval if required information is missing or all steps have not been completed. For example, the system does not allow the investigation to be closed until the risk assessment has been completed.	
6-10	FACTS II will have a rules-based workflow and will not require workers to artificially open and close cases just to begin or end a workflow.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II validates and verifies if all pending tasks have been completed prior to closing of a case which eliminates the need to reopen a case to complete pending workflows.	Out-of-the-box – 8–12 hours

Documents, Records, Forms Management, and Client Meeting Documentation

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
7-1	FACTS II will contain functionality that is compatible with Microsoft Office to easily create, maintain, save and print forms, documents, and formatted reports.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II generates online forms and correspondences that are compatible with Microsoft Office that are easy to create, maintain, save and print.	Out-of-the-box – 8–12 hours
7-2	FACTS II will print forms/documents that present the information in the same order that it appears on the screen in the system (e.g., forms will look the same as the screens).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's document management framework prints forms as per the design specified by DSCYF that includes form design similar to screen layout.	Out-of-the-box – 8–12 hours
7-3	FACTS II will provide an easy and flexible way to manage electronic documentation functionality in terms of managing the version control process, flagging new documents that are added, with	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's File Cabinet module allows an easy and flexible way to manage electronic documents. Deloitte will extend the functionality to support version control process, and tagging new documents	Extensible – 80-88 hours

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	training tips that support new form implementation.		with training tips to support new form implementation.	
7-4	FACTS II will have the capability of creating and maintaining electronic documents that are predefined or ad hoc, (documents are defined as a collection of data that is viewable/ printable/ editable by an appropriate end user).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's File Cabinet module offers capability for maintaining electronic documents that are ad hoc or pre-defined. The reports module offers capability to generate pre-defined forms and reports. FACTS II will be customized to add ad hoc form generation functionality to FACTS II.	Out-of-the-box – 8–12 hours
7-5	FACTS II will allow users (based on roles) to maintain document indices based on relationships to entities within the system.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's File Cabinet module maintains document indices based on relationships to entities within the system	Out-of-the-box – 8–12 hours
7-6	FACTS II will allow users to create and modify forms, templates and reports.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. User can create and modify forms, templates and reports and can be deployed for FACTS II to utilize the forms, templates and reports in the application	Out-of-the-box – 8–12 hours
7-7	FACTS II will provide a document routing protocol based on certain classifications of documents being saved and routed. Certain documents must be encrypted and rules developed for how and where to store the document.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Documents are saved into FACTS II File cabinet in FACTS II database in a secured environment behind firewall.	Out-of-the-box – 8–12 hours
7-8	FACTS II will be able to import e-mails and save/store them in document management (preserve meta-data or header records--for authenticity).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's File Cabinet module will be configured to allow import and storage of e-mails.	Configurable – 8–12 hours
7-9	FACTS II will have capability to scan and capture data from paper	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement.	Out-of-the-box – 8–12 hours

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	forms completed by clients and collaterals.		FACTS II's scanning framework allows workers to scan and store forms into the system.	
7-10	FACTS II will reduce data entry burdens on staff, possibly utilizing support for importing handwritten data; OCR & ICR (optical & intelligent character recognition), voice clips, etc.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
7-11	FACTS II will have the ability to scan and print copies of vital information (such as SS cards, birth verification, medical insurance cards, release of information forms, out of state provider licenses, etc.) with appropriate security.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II can interface with a scanner to scan any document types which include SS cards, birth verification, medical insurance cards, release of information forms, out of state provider licenses, etc. and store the electronic copies in the database.	Out-of-the-box – 8–12 hours
7-12	FACTS II will include integrated digital image function that meets chain of custody standards of the court for on-line storage and maintenance, and be associated with entities.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's scanning framework allows workers to scan images and link them to persons in the system	Out-of-the-box – 8–12 hours
7-13	FACTS II will have the capacity to accept, maintain and save video records electronically.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
7-14	FACTS II will capture consents and other prerequisite requirements for conducting various types of assessments. Signed consent forms will be maintained via electronic signature, fax or scan. The system must include rules/ticklers for expiration of consents.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's File Cabinet module can store signed consent forms, faxes and scanned documents. Deloitte will add functionality to capture electronic signature and set rules/ticklers for expiration of contents.	Extensible – 80-88 hours

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
7-15	FACTS II will provide records release, with redaction as required, accountability that contains an audit trail to document exactly what was released, to whom, date, etc.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II's audit trail functionality captures when a report was accessed and by whom. FACTS II will be customized to add functionality for redaction of content from the document as required.	Custom – 80–88 hours
7-16	FACTS II will provide the identification and designation of information that is not releasable (e.g. as defined by Departmental policies and/or Freedom of Information Act. (DE code 29 chapter 100).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has functionality to restrict access to cases deemed to be of confidential nature to certain special folks only with special security rights. FACTS II will be extended to support this concept to fully meet criteria as defined by Departmental policies and/or Freedom of Information Act. (DE code 29 chapter 100).	Configurable – 8–12 hours
7-17	FACTS II will have the ability to produce forms and letters in Spanish and English.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers capability to produce forms in multiple languages including Spanish and English.	Out-of-the-box – 8–12 hours
7-18	FACTS II will provide automatic save of draft documents and screens; supports interim/draft saves.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to add functionality to automatically save partially completed documents and screens as well as support interim/draft versions of documents.	Custom – 320–360 hours
7-19	FACTS II will maintain an inventory of forms, such as client related case management (including intake) and pre-fill them with whatever information is in the system.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II maintains an inventory of forms and has capability to pre-fill them with available information in the system.	Out-of-the-box – 8–12 hours
7-20	FACTS II will include "watermarks" on documents to indicate that they are confidential (or include the	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's reports module has functionality to	Out-of-the-box – 8–12 hours

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	DSCYF confidentiality statement on each form, where appropriate)		include “watermarks” on documents to indicate that they are confidential (or include the DSCYF confidentiality statement on each form, where appropriate).	
7-21	FACTS II will include an integrated Fax capability.	1 - Must Have	Deloitte’s proposed FACTS II will be customized to meet this requirement. Deloitte’s proposed FACTS II will be customized to integrate with e-fax for Fax capability.	Custom – 160–176 hours
7-22	FACTS II will allow the recording of geocodes. FACTS II will provide the use of geospatial capabilities (mapping location, address validation, etc.)	1 - Must Have	Deloitte’s proposed FACTS II fully meets this requirement. FACTS II consumes web service offered by a third party COTS product to do address validation, mapping location and generate driving directions, etc.	Out-of-the-box – 8–12 hours
7-23	FACTS II will include utilization of digital and electronic signature capability consistent with DE law or system rules.	1 - Must Have	Deloitte’s proposed FACTS II will be customized to meet this requirement. Deloitte’s proposed FACTS II will be customized to integrate with a third party COTS product to utilize electronic and digital signatures as per DE law and system rules.	Custom – 240–256 hours
7-24	FACTS II will accommodate document management, scanning, storage, and retrieval (e.g., court orders, signed documents, etc.).	1 - Must Have	Deloitte’s proposed FACTS II fully meets this requirement. FACTS II’s File Cabinet module allows scanning, storage and retrieval of court orders, signed documents, etc.	Out-of-the-box – 8–12 hours

Notes and Case Contacts

Notes and Case Contacts					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
8-1	FACTS II will provide Notes creation in a general, narrative mode and/or through the selection	1 - Must Have	Deloitte’s proposed FACTS II partially meets this requirement. FACTS II’s Case Contacts screen allows workers to	Extensible – 16–20 hours	24

Notes and Case Contacts					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	of dropdown standardized text phrases.		enter narratives in a text format. Deloitte will extend this functionality to allow workers to enter narratives or through the selection of dropdown standardized text phrases.		
8-2	FACTS II will provide an administrative utility that allows for the management of the Notes capability (e.g. drop downs, etc.)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's picklist maintenance screen can also manage the Notes capability.	Out-of-the-box – 8–12 hours	
8-3	FACTS II will provide a text searching capability within notes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's search functionality within the narrative text can be achieved through use of the browsers search functionality.	Out-of-the-box – 8–12 hours	
8-4	FACTS II will allow the user the ability to search all notes within a case, topic, provider, department, client, etc., restricted by role.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to create a search function that can search all notes within a case, topic, provider, department, client, etc., restricted by role.	Custom – 160–176 hours	
8-5	FACTS II will provide multiple sort orders for viewing the Notes list (e.g. chronological, keywords, events/note type, organization order, user, etc.)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Contact Selection screen of the Case Contact module and Contact screen allow workers to sort the contact notes on multiple sort orders e.g. chronological, events/note type, worker, etc.	Out-of-the-box – 8–12 hours	
8-6	FACTS II will allow supervisor override of the contact scheduled date once the activity is finished.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Case Contact module allows the supervisor to override the contact scheduled date filled in by the supervisor. This will create an amended version of the record and maintain the history of the contact date change.	Out-of-the-box – 8–12 hours	
8-7	FACTS II will provide the ability to track changes that allows	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –	

Notes and Case Contacts					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	supervisors to append finalized notes, in such a way that the original content is preserved.		requirement. FACTS II's Case Contact module maintains a history of all contact records. Any changes, creates an amended version and the previous version is maintained as well. Thus, a working history is created which shows each version of the narrative as it has been updated and improvised upon.	8–12 hours	
8-8	FACTS II will have ability to redact information as needed as files are printed.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to add ability to redact information as needed as files are printed.	Custom – 40–48 hours	
8-9	FACTS II will have automatic rules driven contact dates.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. Deloitte's proposed FACTS II will be extended to add automatic rules driven contact dates.	Configurable – 8–12 hours	
8-10	FACTS II will provide ease-of-use features (e.g., calendar dropdown, Spell/Grammar Checker, save as pending, auto-save, etc.)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's Case Contact module providers rich user interface functionality that displays dates as calendars drop downs, offers spell-check and text formatting functionality as well. FACTS II will be customized to enable auto-save and save as pending functionality to the Case Contacts module.	Extensible – 20–24 hours	
8-11	FACTS II will provide the ability to print/export specific pages or selection of the highlighted area of the note, with the ability to select print parameters.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II generates a contact report. Worker can print/export specific pages of the report. Deloitte will add functionality to print highlighted area of the note.	Extensible – 20–24 hours	
8-12	FACTS II will worklist contacts (such as with foster parents and clients) and provide structure for the content of the contact (via notes.)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Case Contact module offers worklisting of contacts with different participants as required as well as allows ability to add content to the contact via	Out-of-the-box – 8–12 hours	

Notes and Case Contacts					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			rich notes functionality where user can enter content like tables and formatted text.		
8-13	FACTS II will provide the tracking of paper and electronic records (e.g., reports, notes, behavior incidents, critical incidents, use of force reports, and the scanning of reports) coming into the system.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's File Cabinet module can maintain multiple versions of electronic documents and the solution can keep a history of notes, behavior incidents and critical incidents that are entered in the system	Out-of-the-box – 8–12 hours	
8-14	FACTS II must support the ability to enter service information without the necessity of opening a case.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II can document request for service calls through the opening of an Information and Request referral and also document the outcome of the service request, whether it was met within the agency or redirected to another agency.	Out-of-the-box – 8–12 hours	
8-15	FACTS II must support the ability to create and maintain a list of interested parties for multiple purposes such as case reviews & Foster Care Review Board meetings.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II can maintain list of interested parties within the case in the form of collaterals as well as across cases like third party reviewers and judges.	Out-of-the-box – 8–12 hours	

Messaging (Ticklers, Alerts, Notifications, and E-Mails)

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
9-1	FACTS II will have a configurable messaging management capability. (e.g., setting protocols and requirements, such as who created, who is notified, what data fields are automatically updated, allowed user preferences, defined triggering events, etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Ticklers and Alerts management functionality is fully configurable and every alert can be configured for maintaining the following information: alert creator, alert recipient(s), alert text, triggering event and dates. Deloitte can extend this functionality to cater to DSCYF's requirements	Extensible – 20–24 hours
9-2	FACTS II will have very specific information in ticklers, in addition to general statements.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II every alert text which is configurable allows for addition of specific language to the text such as the child(ren)'s name, triggering event, dates, case id and name, etc.	Out-of-the-box – 8–12 hours
9-3	FACTS II will establish a primary recipient for messages with multiple recipients.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II, every alert has an alert recipient that is defined during the configuration of the alert. This can easily extended to include multiple recipients.	Extensible – 10–12 hours
9-4	FACTS II ticklers will be integrated into workflow and have an <code>_expected response</code> and <code>_action type</code> .	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II, system generated alerts created are deleted when the worker completes the expected response action. The completion of the response is part of the workflow and hence integrated in the workflow.	Out-of-the-box – 8–12 hours
9-5	FACTS II will allow for a receipt/acknowledgement to be generated for those messages that are received and read.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to add a receipt/acknowledge functionality for messages that require a receipt.	Custom – 40–48 hours
9-6	FACTS II will allow the user the	1 - Must Have	Deloitte's proposed FACTS II partially meets this	Extensible – 20–

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	ability to filter based upon type of messages and items (events, ticklers, alerts, etc).		requirement. In FACTS II every worker can filter the ticklers, alerts received based on alert type, case type, due date, etc. This can be extended to the messages as well.	24 hours
9-7	FACTS II will have the capacity to attach Navigation links to case record or related information to the message.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to the message so that the worker can navigate to the case from the message.	Custom – 80–88 hours
9-8	FACTS II will incorporate an alert to prevent placing before "mixing" adjudicated and non-adjudicated youth in the same placement.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports alert functionality to signal workers of milestones and other important dates during the Service Case. Based on user-defined rules, FACTS II will calculate the date and automatically alert workers to upcoming events, including an alert to prevent placing before "mixing" adjudicated and non-adjudicated youth in the same placement.	Configurable – 8–12 hours
9-9	FACTS II will issue an automatic alert to all assigned workers when information regarding a change in placement or a critical incident is received, and will provide an optional process for other events.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II sends an automatic alert to all assigned workers when information regarding a change in placement or a critical incident is received.	Out-of-the-box – 8–12 hours
9-10	FACTS II will establish a "Critical Information" page containing Important client information (e.g. medications, history of substance abuse, violence, family, Child Protection Registry, etc.) that is likely to be needed by all system users interacting with the same client via messaging alerts or notification. All involved	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II displays a summary all critical client information for the client in one centralized screen, the client summary. The client summary screen displays a snapshot of the important information of the child such as his demographic information, current placement location and his foster parent/guardian information, services offered to the person, custody status, home removal information,	Out-of-the-box – 8–12 hours

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	departments/staff will receive the critical information message when they initiate services to the client. These may require a response via the system. SACW/S I.A.2.(2)		next court hearing type and dates, next service plan date and date when the case plan was last reviewed as well as the most recent contact details	
9-11	FACTS II will establish an alert/tickler informing YRS of pending release of a child that requires notifying the victim (Alert for Victim Notice - YRS).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports alert functionality to signal workers of milestones and other important dates during the Service Case. Based on user-defined rules, FACTS II will calculate the date and automatically alert workers to upcoming events, including an alert informing YRS of pending release of a child that requires notifying the victim (Alert for Victim Notice - YRS).	Configurable – 8–12 hours
9-12	FACTS II will generate electronic and/or paper notices to victims, law enforcement, or other community members, through CJIS as determined by law and policy, regarding AWOL program, sex offender residents (Victim Bill of Rights, Megan's Law).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports alert functionality to signal workers of milestones and other important dates during the Service Case. Based on user-defined rules, FACTS II will calculate the date and automatically alert workers to upcoming events, including an alert/paper notices to victims, law enforcement, or other community members, through CJIS as determined by law and policy, regarding AWOL program, sex offender residents (Victim Bill of Rights, Megan's Law).	Configurable – 8–12 hours
9-13	FACTS II will have the ability to escalate messages either manually (select from drop list of protocols - response, action, fyi, etc) or automatically route, if receipt acknowledgement is not received within a specific timeframe (as requested), to next responsible person on list or supervisor. Time frame for escalation is customizable	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's alert functionality can escalate messages to desired recipients if the assigned task is not completed within a designated time frame. This can be configured during the alert creation process. The escalated recipient could be a special designated staff or the worker's supervisor, etc. Deloitte will add functionality of escalation for receipt	Extensible – 16–20 hours

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	by the user initiating the message. This capability is rule based.		acknowledgement not received.	
9-14	FACTS II will create an audit trail for all messages, a log of who was successfully and unsuccessfully notified.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. Deloitte will add an audit trail to keep a log of all messages that were sent to recipients along with the status.	Extensible – 10–12 hours
9-15	FACTS II will fully integrate the Enterprise communication system (the DTI standard) with the messaging system (including items such as tasks, calendar, messages).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to fully integrate the Enterprise communication system (the DTI standard) with the messaging system (including items such as tasks, calendar, messages) in the proposed FACTS II.	Custom – 136–152 hours
9-16	FACTS II will have the capacity for instant messaging between approved system users.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
9-17	FACTS II will provide recipient's ability to attach note or comment to specific case events and save. (Notes or Tickler/Alerts)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Case Notes module can support notes or comments for specific events in the case such as placement, case review, case plan completion etc.	Out-of-the-box – 8–12 hours
9-18	FACTS II will provide the creation of correspondence (e.g., email, tickler) from current screen/location within FACTS II, rather than by having to exit the system to send messages.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports functionality to send emails from within the system. Deloitte will extend this functionality as per requirements of the DSCYF	Extensible – 20–24 hours
9-19	Ticklers, alerts, and notifications will be configurable and rule based.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's alerts, ticklers and notifications are fully configurable and rule based and every alert can be configured for maintaining the following information:	Out-of-the-box – 8–12 hours

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			alert creator, alert recipient(s), alert text, triggering event and dates. Deloitte can extend this functionality to cater to DSCYF's requirements	
9-20	Users will have the ability to generate their own tickler, alert, and notification messages based on their role.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II includes the ability to generate user-set alerts to accommodate workers needs for additional or non-traditional alerts. User can define the alert text, set the alerts timeframes and the alert will appear in the Alert List amongst other system defined alerts. Users may dismiss [delete] these alerts or reset the time/date as they are editable by the worker who created the alert.	Out-of-the-box – 8–12 hours
9-21	FACTS II will have the capability of attaching related information to an email, as a document, based on user's role and where the user is in the system.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports functionality to send emails from within the system. Deloitte will customize the email functionality based on the user's role using security framework.	Extensible – 20–24 hours
9-22	FACTS II will be integrated with State email standard (group calendars, directory services, etc.)	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to integrate with State email standard (group calendars, directory services, etc.)	Custom – 160–176 hours

Reporting – Frontline Perspective

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
10-1	FACTS II will contain a business intelligence reporting tool set that supports management, program	1 - Must Have	Deloitte's proposed FACTS II fully meet this requirement. Deloitte's proposed FACTS II Reporting tools fully	Out-of-the-box – 8–12 hours

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	and worker reporting capabilities for ad hoc, administrative and system/program reporting. For example, FACTS II must provide front-line capability to determine population statistics to improve service delivery to individual clients/case, comparable to “national standards”		meet this requirement. Ad hoc, administrative and system reports are deployed into business objects that are accessible to management, workers and program.	
10-2	FACTS II will provide secure, centralized, maintained and backed-up data/report storage location.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II backup plan provides secure, centralized data backup storage location.	Out-of-the-box – 8–12 hours
10-3	FACTS II reporting environment will provide cross-function, cross-department reporting of services, clients, providers, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reporting environment provides cross-function and cross department reporting of services as data is stored in a single database	Out-of-the-box – 8–12 hours
10-4	FACTS II will provide the use of preformatted reporting templates, which allow the selection of data elements through a Graphical User Interface tool. For example, FACTS II reporting environment must support use of data element and report level help functions, definitions, report parameters and documentation of business rules to assist the user in the creation of reports. Reports may be viewed on screen or may be printed, including reports such as mailing labels.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports preformatted reports generated and deployed into reporting environment that is accessible by users through business objects graphical interface. Deloitte's SDLC tool SACWISMATE documents data element and help level functions, definitions, report parameters and documentation of business rules that assist development of reports.	Out-of-the-box – 8–12 hours
10-5	FACTS II reporting environment will provide the statistical analysis of operational data at various levels (worker, supervisor, division,	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II reports support drill down features that includes grouping by workers, supervisors, division	Extensible – 120–132 hours

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	department, etc.). These analyses must be available through a desktop dashboard..		and department. FACTS II will be extended to make the statistical analyses available on desktop dashboard	
10-6	FACTS II will provide two way direct links from events to associated reports (regardless of reporting environment). When viewing event data, the ability to link to where it is used in a report, vice versa).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II SDLC tool SACWISMATE documents the link between events and associated reports that will be used in context sensitive help to display the link.	Custom – 160–176 hours
10-7	FACTS II will provide the application of security levels to reports based on aggregated and/or detailed information. <i>SACWISVI I.C1b(76)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II security framework provides access to reports based on security levels.	Out-of-the-box – 8–12 hours
10-8	FACTS II will provide the ability to save/maintain specific report criteria to be run again later, while not saving the data.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reports supports real time execution and are capable of re-running at any given point of time.	Out-of-the-box – 8–12 hours
10-9	FACTS II will provide making reports available to others, with appropriate security role access and rules within the system.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II security framework provides access to reports based on security levels.	Out-of-the-box – 8–12 hours
10-10	FACTS II will provide the capability to conduct basic and advanced searches of reports (choosing criteria from a drop down list).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reporting tools support searching reports by name, description and other specified parameters.	Out-of-the-box – 8–12 hours
10-11	FACTS II will provide the ability to write to multiple formats (PDF, XML, Excel, etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reports provide the ability to export data into multiple formats	Out-of-the-box – 8–12 hours
10-12	FACTS II will include on the Dashboard periodic real-time or near-real-time reporting of	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement.	Custom – 320–360 hours

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	performance measures and outcome measures of workers and supervisors for the monitoring of results.		FACTS II will be customized to provide dashboard with performance measures and outcome measures of workers and supervisors who monitor the results	
10-13	FACTS II will provide viewing/printing/reporting of case summaries that use current information with drill down to historical information.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reports supports drill down features that provide access to previous runs and historical information	Out-of-the-box – 8–12 hours
10-14	FACTS II will maintain a searchable inventory of all reports in the system.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides searchable inventory of all reports in the system	Out-of-the-box – 8–12 hours
10-15	FACTS II will provide a code library with role-based check-in and check-out in support of DSCYF staff with reporting and system maintenance responsibilities. Code library will contain reusable code used to develop queries and reports and any objects used by it. It will also include application logic for computing output such as length of stay, age, formatted name, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II configuration management tool Team foundation server (TFS) supports check-in and check-out of reporting components.	Out-of-the-box – 8–12 hours
10-16	FACTS II will provide a vetting process used to convert to production reports and objects that are developed by DSCYF staff.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II proposed deployment process deploys reporting components to production only after proper approval from DSCYF staff	Out-of-the-box – 8–12 hours

Reporting – Management Perspective

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
11-1	FACTS II will provide collection and reporting of data necessary to comply with Federal, State and Departmental reporting standards and guidelines and submissions to respective organizations.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows data collection schemes for federal requirements like AFCARS, NCANDS and NYTD.	Out-of-the-box – 8–12 hours
11-2	FACTS II will provide the Venn diagrams of service populations unique to and shared by DSCYF divisions.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will added with a new report to report unique service population as Venn diagrams across DSCYF divisions	Custom – 120–132 hours
11-3	FACTS II will provide the selected saving/archiving of the report's originating data so that the report could be regenerated. (Matrix report).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reports support real time execution and can be pointed to older data	Out-of-the-box – 8–12 hours
11-4	FACTS II will provide tracking of report attributes such as frequency of use, users, versions, definitions etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reporting tool tracks frequency of use, users, versions and definitions	Out-of-the-box – 8–12 hours
11-5	FACTS II will provide the ability to add non-FACTS II (e.g. commentary) data to the report and save in reporting environment.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reporting tool supports adding comments to reports as part of description before being deployed to production.	Out-of-the-box – 8–12 hours
11-6	FACTS II will provide customizable summary tables of important person/entity information with links to source data (i.e.: service utilization, custody history, risks, etc).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with new reports with tables of key person/entity information	Custom – 320–360 hours
11-7	FACTS II will provide the selected	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	saving/archiving of the report's resultant dataset so that the report could be regenerated.		requirement. FACTS II reports supports execution with data being saved as part of report.	8–12 hours
11-8	FACTS II will provide a reporting environment that will manage all reporting capabilities (such as ad-hoc, administrative, system, etc.) that can report on both individual and aggregated data by individuals, units, divisions, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II will provide a reporting environment that will manage all reporting capabilities	Out-of-the-box – 8–12 hours
11-9	DSCYF currently has an existing reporting system. The FACTS II vendor must provide a new reporting environment and must supply a detailed description, cost of implementing and converting existing reports, and knowledge transfer including staffing skill sets and requirements.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's reporting approach using Business Objects transfers and modifies reports from FACES.NET.	Out-of-the-box – 8–12 hours
11-10	FACTS II will provide a cost effective, staff enabled maintenance of reporting capabilities.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II 's proposed maintenance schedule for reporting environment supports cost effective, staff enabled maintenance of reporting capabilities	Out-of-the-box – 8–12 hours
11-11	FACTS II will provide on-line, near real-time access for reporting.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reporting environment data refresh policies near real time access for reporting and on request basis reports can be generated against production database with prior authorization by DSCYF staff	Out-of-the-box – 8–12 hours
11-12	FACTS II will provide "what if" analysis.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reporting tools supports what if analysis.	Out-of-the-box – 8–12 hours
11-13	FACTS II will provide an automated	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	process of requesting reports.		requirement. FACTS II provides preview button throughout the application wherever applicable that automates report generation requests.	8–12 hours
11-14	FACTS II will provide version control of developed reports.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's proposed version control software Team Foundation server (TFS) provides version control of developed reports	Out-of-the-box – 8–12 hours
11-15	FACTS II will provide help functionality to support the identification of business rules and data element sources at the front end for report development. (data dictionary)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II SDLC tool SACWISMATE documents documenting business rules and data element sources for report development	Out-of-the-box – 8–12 hours
11-16	FACTS II will allow the representation of data in graphical forms (charts, graphs etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reports supports representing data in graphical forms as per design specifications.	Out-of-the-box – 8–12 hours
11-17	FACTS II will allow exportation of specific data and reports (e.g., spending plans) into formats that can be used for analysis, with appropriate security.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reports support exportation of data from reports into formats such as excel.	Out-of-the-box – 8–12 hours
11-18	FACTS II will provide the previewing of reports before printing, sending or otherwise producing the report (e.g. Federal reports such as AFCARS/NCANDS).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows all reports to be previewed before printing or storing the reports.	Out-of-the-box – 8–12 hours
11-19	FACTS II will stop runaway reports & searches and send an alert to the system administrator, based on configurable options.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II scheduler is configurable and supports configuration to stop runaway reports when a report	Configurable – 40–48 hours

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			takes long time to execute and send an alert to the administrator	

Federal Reporting

Federal Reporting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
12-1	FACTS II will meet all NYTD reporting requirements.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has functionality to submit the NYTD information to the NYTD agency.	Out-of-the-box – 8–12 hours
12-2	FACTS II will capture data needed and generate reports regarding services or clients as specified in ACYF-CB-PI-0'5-04 regarding: service gaps; Chafee Foster Care Independence Program (CFCIP) reports on children served under child protective services who are transferred to the juvenile justice system; children adopted internationally who enter State custody due to disruption; transitional living programs funded by CFCIP in collaboration with the JJDP Act of 1974; youth funded by CFCIP who receive Education and Training Vouchers; and any other CFCIP reporting requirements involving client and service data that are in force at the time of system implementation.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II fully captures data required to report on children under Chafee Foster Care Independence Program (CFCIP) and transferred to juvenile justice system, children adopted internationally who enter State custody due to disruption, transition living programs. FACTS II will be added with new reports to report children under Chafee Foster Care Independence Program (CFCIP) and transferred to juvenile justice system, children adopted internationally who enter State custody due to disruption, transition living programs.	Extensible – 600 hours

Federal Reporting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
12-3	FACTS II will meet all AFCARS reporting requirements.	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II captures AFCARS elements at the client level and a specific report screen has been developed to report the missing AFCARS values.</p> <p>FACTS II provides the following reports for AFCARS:</p> <p>AFC002MS - ACF Compliance Data for Case Management</p> <p>AFC004MS - Foster Care Missing Data</p> <p>AFC005MS - Adoptions ACF Compliance Data for Case Management</p> <p>AFC006MS - Adoptions Missing Data</p> <p>AFC010AS - Missing Current Placement Settings Report</p> <p>AFC011MS - Foster Care Data (Flat File)</p> <p>AFC012MS - Adoptions Data (Flat File)</p>	Out-of-the-box – 8–12 hours
12-4	FACTS II will meet all NCANDS reporting requirements.	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II captures NCANDS elements at the client level and a specific report screen has been developed to report the missing NCANDS values. This NCANDS report can be produced on demand by users with specific security privileges.</p> <p>In addition the following validations reports are also generated by FACTS II : INV048AS - Substantiated Intake Investigations NCANDS Annual Data Request</p>	Out-of-the-box – 8–12 hours
12-5	FACTS II will include Federal data validation systems (e.g., AFCARS and NCANDS).	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II's AFCARS and NCANDS Missing Information screens summarize all AFCARS and NCANDS-related data elements for workers to review and identify gaps in data collection. Supervisory staff can use this mechanism to spot check case files for accurate data collection, and</p>	Out-of-the-box – 8–12 hours

Federal Reporting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			assign workers to check and update 'Missing Information' prior to running the AFCARS and NCANDS report.	
12-6	FACTS II will have rules to be able to determine if a particular placement setting is juvenile justice, medical, psych under 21 and other mental health, and/or child welfare setting both for AFCARS foster care setting determination and IV-E reimbursability.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's placement module captures the necessary placement settings which can be used both for AFCARS and IV-E reimbursability determinations.	Out-of-the-box – 8–12 hours
12-7	FACTS II will provide documentation of all ASFA length of time in placement requirements.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's PLC097 & ADP070 report the ASFA length of time in placement requirements for all children in placement.	Out-of-the-box – 8–12 hours
12-8	FACTS II will have Substance Abuse Prevention Treatment Block Grant, Safe and Drug Free Schools, Social Service Block Grant, and Promoting Safe and Stable Families reporting capability, as well as easy ability to change as Federal requirements change.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II captures data required for Substance Abuse Prevention Treatment Block Grant, Safe and Drug Free Schools, Social Service Block Grant, and Promoting Safe and Stable Families. FACTS II will be added with new reports to provide reporting capability on the above mentioned criteria and supports customization when federal requirement changes	Custom – 400-440 hours
12-9	FACTS II will provide the collection, retention, and reporting of Title I requirements, by child, school, and statewide.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's EDU011 reports the Title I requirements by child, school and statewide.	Out-of-the-box – 8–12 hours
12-10	FACTS II will have the capacity to track and report on the federal requirements, outcomes, and regulations by funding source, by law, and for grant monitoring	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports tracking federal requirements, outcomes and regulations and capable of reporting	Out-of-the-box – 8–12 hours

Federal Reporting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	purposes over time.		on the same	
12-11	FACTS II will capture data needed for and will generate, as needed, the Department's Performance Indicators included in the Child and Family Services Review and Plan.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II captures data needed for Department's Performance Indicators included in the Child and Family Services Review and Plan and extended with new performance indicator reports included in the Child and Family Services Review.	Extensible – 80-88 hours
12-12	FACTS II will capture the data and generate as needed SAMHSA reports such as Treatment Episode Data Set	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II captures the required information in its placement and service delivery modules. FACTS II will be extended to create reports based on the captured information.	Extensible – 80-88 hours

Remote Access by DSCYF Staff

Remote Access by DSCYF Staff				
RFP #	Requirement Description	Priority	How Met	Est. Hours
13-1	FACTS II will be web-enabled and remotely available via secured access (per State standards).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows authorized users, secure web access from anywhere with an Internet connection.	Out-of-the-box – 8–12 hours
13-2	FACTS II will provide remote access to the system via the Internet per State standards.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows authorized users, secure web access from anywhere with an Internet connection.	Out-of-the-box – 8–12 hours
13-3	FACTS II will allow application maintenance (e.g., data quality, resetting passwords, etc.) via Web browser	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II supports application maintenance which includes staff maintenance, security maintenance,	Custom – 80–88 hours

Remote Access by DSCYF Staff				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			reference data maintenance as well as case reviews. Deloitte will add functionality to reset passwords and other functionality as per DSCYF requirements	
13-4	FACTS II will maintain consistency between remote and desktop screen look and feel to the extent possible.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II is a fully web based application and hence it maintains the same look and feel whether viewed from the worker's desktop or from his home computer.	Out-of-the-box – 8–12 hours
13-5	FACTS II will adhere to State infrastructure standard(s) (segmented network) with WAN design (DMZ)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II operates within protocols through segmented network with WAN design (DMZ)	Out-of-the-box – 8–12 hours

System Access by Non-DSCYF Staff

System Access by Non-DSCYF Staff				
RFP #	Requirement Description	Priority	How Met	Est. Hours
14-1	FACTS II will allow for direct online access for non-DSCYF staff (could be view only) consistent with Confidentiality Policy (e.g. Providers, Law Enforcement, etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II controls system access to non-DSCYF staff by treating them as staff with special security roles which allows them limited view of the solution. Deloitte will work with DSCYF to fine tune this capability as per the requirements.	Configurable – 20–24 hours
14-2	FACTS II will allow providers secure access to the system for entering and viewing associated information; such as activities, billing, assessments and service plans, authorizations, and contact information.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's Provider Web module allows providers secure access to the system for entering and viewing associated information; such as placement information, and billing, and contact information. Deloitte will work with DSCYF to allows providers to capture assessments, service plans, and	Extensible – 40–48 hours

System Access by Non-DSCYF Staff				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			authorizations.	
14-3	FACTS II will allow the resource/service directory to be viewed by the community, including family members.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's Provider Web module allows providers secure access to the system. Deloitte will work with DSCYF to extend this functionality to include the community including the authorized family members of the providers to view the resource/service directory.	Extensible – 40–48 hours

Customer Relations Management/Constituency Complaints

Customer Relations Management/Constituency Complaints				
RFP #	Requirement Description	Priority	How Met	Est. Hours
15-1	FACTS II will document, track, and respond to customer complaints by the public.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to integrate a CRM module in the proposed FACTS II for documenting, tracking, and responding to customer complaints by the public.	Custom – 250-264 hours
15-2	FACTS II will provide the use of periodic facility/program consumer satisfaction and discharge surveys and assessments (e.g. National Youth in Transition Database, DFS Treatment).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II contains a fully functional NYTD module with the capability to send surveys to qualifying youth. Deloitte will work with DSCYF to add capability to generate dynamic surveys and send them to qualifying participants.	Extensible – 250–264 hours
15-3	FACTS II will provide functionality for forwarding the initial constituency concern, if it is not "opened" within a specified time frame, to an identified person	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to integrate the functionality for forwarding the initial constituency concern, if it is not "opened" within a	Custom – 250-264 hours

Customer Relations Management/Constituency Complaints				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	for resolution.		specified time frame, to an identified person for resolution in the CRM module of its proposed FACTS II.	
15-4	FACTS II will have Customer Relations Management (CRM) capabilities built into the system.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to integrate a CRM module in the proposed FACTS II.	Custom – 250-264 hours

Appeals

Appeals				
RFP #	Requirement Description	Priority	How Met	Est. Hours
16-1	FACTS II will provide the following appeal process categories: 1)Approval/Disapproval, 2) Casework decision/case plan, 3) Determination of Eligibility, consistent with DSCYF policy.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to add appeals to the following process categories: 1)Approval/Disapproval, 2) Casework decision/case plan, 3) Determination of Eligibility, consistent with DSCYF policy	Custom – 80–88 hours
16-2	FACTS II will provide a variety of appeal processes within the Department, capturing a consistent core of information and documentation.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to add a centralized appeal module to handle the different types of appeal processes required by the department, capturing a consistent core of information and documentation.	Custom – 160–176 hours

Accreditation

Accreditation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
17-1	FACTS II will provide documentation and reporting requirements necessary to meet accreditation standards such as CARF, ACA, CEA (Correctional Education Assoc), Middle States, medical accreditation (outside contractor), COA (Council on Accreditation), or other relevant accrediting bodies.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to provide documentation and reporting requirements necessary to meet accreditation standards such as CARF, ACA, CEA (Correctional Education Assoc), Middle States, medical accreditation (outside contractor), COA (Council on Accreditation), or other relevant accrediting bodies.	Custom – 480–520 hours
17-2	FACTS II will include the capability of collecting metrics for accreditation and will facilitate benchmarking of programs as required for accreditation.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to include the capability of collecting metrics for accreditation and will facilitate benchmarking of programs as required for accreditation.	Custom – 160–176 hours

Data Quality and Maintenance

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-1	FACTS II will include an internal data maintenance capability that flags, reports and tracks the status of data that need to be corrected and will automatically confirm correction to the workers (e.g., duplicate PID, missing key data elements).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has data quality checks implemented throughout the solution to promote consistency and data quality.	Out-of-the-box – 8–12 hours
18-2	FACTS II will allow DSCYF staff to modify, change or edit, data in the	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	system, without vendor support, to maintain data integrity within security limits based on role.		requirement. FACTS II allows staff to modify data in the system until an appropriate logical conclusion is reached. After that, data is frozen to maintain the data integrity and requires users will special security roles to make modifications.	8–12 hours
18-3	FACTS II will provide “help” functionality that displays a list of associated rule impacts to assist identification of the possible impact of data changes.	1 - Must Have	Deloitte’s proposed FACTS II will be customized to meet this requirement. Deloitte’s proposed FACTS II will be customized to provide “help” functionality that displays a list of associated rule impacts to assist identification of the possible impact of data changes.	Custom – 100–120 hours
18-4	FACTS II will be based on a design that incorporates appropriate Federal, State, and generally accepted professional standards for data collection (e.g., State abbreviations, race categories, etc.).	1 - Must Have	Deloitte’s proposed FACTS II fully meets this requirement. FACTS II is a federally certified SACWIS system that meets appropriate Federal, State, and generally accepted professional standards for data collection.	Out-of-the-box – 8–12 hours
18-5	FACTS II will incorporate logical validation checks at data entry to prompt workers to enter correct data, and disallow entry of inconsistent data (e.g. end dates earlier than start dates).	1 - Must Have	Deloitte’s proposed FACTS II fully meets this requirement. All data entry screens in FACTS II display mandatory fields upfront using a visually recognizable style. It also validates if required fields are blank or incorrect data has been entered in them.	Out-of-the-box – 8–12 hours
18-6	FACTS II will utilize dropdown boxes with “type ahead” functionality and full value labels rather than codes and similar devices as much as possible and minimize the use of free form text, which must will be integrated with spell-check capability.	1 - Must Have	Deloitte’s proposed FACTS II fully meets this requirement. FACTS II uses dropdown boxes for standardized descriptive language to minimize user errors. Also, display of code values is nonexistent in the system and is substituted with descriptive text.	Out-of-the-box – 8–12 hours
18-7	FACTS II will contain internal validations to ensure that correct	1 - Must Have	Deloitte’s proposed FACTS II fully meets this	Out-of-the-box –

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	information is added to a case. (Need to be able to easily identify the name of the client to be sure that information is added to the right case, e.g., displaying the name in a larger font.)		requirement. FACTS II contains internal validations to ensure that all required information is added. For example, the solution does not allow the worker to accept the intake for investigation until clients with proper roles have been entered, searched and allegations against the maltreaters are documented.	8–12 hours
18-8	FACTS II will have a two-tiered save function where appropriate, so that data can be corrected after being saved but not after it has been finalized.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II, all saved information can be modified until a logical end point has reached. In places, where information is frozen, requires supervisor approval which allows endless modifications prior to supervisory review and approval.	Out-of-the-box – 8–12 hours
18-9	FACTS II will have an "Undo" capability to facilitate error correction. It will also incorporate an "Are you sure" capability where appropriate.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II always asks for confirmation from user for actions which cannot be un-done. Deloitte will work with DSCYF to add undo capability where appropriate to facilitate error correction.	Extensible – 20–24 hours
18-10	FACTS II will record begin and end dates for all data to determine when they are active and inactive.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II all information that has a finite lifespan capture the start and end date to determine when it is active or inactive.	Out-of-the-box – 8–12 hours
18-11	FACTS II will flag and list Person records that are created after the individual creating the record overrides a warning that they may be creating a duplicate record.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II allows a person to be flagged as duplicate. Deloitte will add functionality to automate this function in cases where a duplicate person warning has been overridden.	Extensible – 16–20 hours
18-12	FACTS II will allow the merger of duplicate or erroneous records, persons, cases, or other entities.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II contains the client merge module that	Extensible – 400–440 hours

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	This includes merging financial records (per Federal regulations) along with unique identifiers (e.g. PID's) and duplicate records.		allows merging a person with a duplicate person. All details pertaining to the person are merged. Deloitte will work with DSCYF to implement merge of case, provider and other entities.	
18-13	FACTS II will provide linking and unlinking of relationships of records, in whole or in part, that were incorrectly linked based on security limited data viewing.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will allow a worker to unlink a person from a referral or case based on his security role	Extensible – 40–48 hours
18-14	FACTS II will provide for DSCYF worker verification and approval/disapproval, and correcting errors if necessary, of provider entered data before they are finalized or can be used to populate any other part of the system.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows workers to approve/disapprove and correct if necessary all information entered by providers before finalizing and using the information in the system.	Out-of-the-box – 8–12 hours
18-15	FACTS II will identify whether specific data are verified, where possible, and verification will be dependent on specific rules.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's screens have mandatory checks and validations that prevent incorrect and incomplete data to be stored.	Out-of-the-box – 8–12 hours
18-16	FACTS II will detect and report event delinquency via messaging or reports.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II all event delinquency is reported and escalated via ticklers and alerts to designated staff or worker's supervisors.	Out-of-the-box – 8–12 hours
18-17	FACTS II will identify errors and/or delinquent events that trigger alerts to field staff to correct data for reporting requirements such as AFCARS and Medicaid eligibility.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II all event delinquency is reported and escalated via ticklers and alerts to designated staff or worker's supervisors. This functionality can be easily extended to determine whether or not mandatory information pertaining to AFCARS, Medicaid, etc.	Configurable – 16–20 hours

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			has been entered and escalated if necessary.	
18-18	FACTS II will routinely generate and distribute data exception/error reports to facilitate data quality issues identification and correction by role.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's exception management traps all exceptions that occur in the solution and can generate a report.	Out-of-the-box – 8–12 hours
18-19	FACTS II will permit specification of rules regarding modification of finalized activities in open and closed cases with rollback capability to correct subsequent errors in workflow.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II approval functionality will be customized to add override feature that will allow modification of finalized activities such as Case Plan, Safety Assessment, etc. in open and closed cases.	Extensible – 40–48 hours
18-20	FACTS II will incorporate an audit trail for data entry and maintenance.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers comprehensive audit trail functionality that captures the date and time of access, user, screen where data change occurred, etc.	Out-of-the-box – 8–12 hours
18-21	FACTS II will allow department staff to update and maintain system help content instead of relying on vendor.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte will work with DSCYF to allow department staff to update and maintain system help content instead of relying on vendor.	Custom – 100–120 hours
18-22	FACTS II will incorporate interactive, context-sensitive, online tutorials.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to incorporate interactive, context-sensitive, online tutorials.	Custom – 100–120 hours
18-23	FACTS II will permit code table maintenance through user interfaces according to appropriate security role.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's picklist maintenance screen allows authorized users to maintain the code tables used in the system.	Out-of-the-box – 8–12 hours

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-24	FACTS II will incorporate crosswalk capability in vendor codes to other State and Federal departments, as permitted by State policies.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. In FACTS II, current AFCARS interface mapping logic provides crosswalk between states county code and federal FIPS code.	Extensible – 160–172 hours
18-25	FACTS II will use a standardized naming convention for table names, data element names, (entities and attributes). These standards should be as descriptive as possible.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II follows a standard naming convention for table names, data element names, etc. These are descriptive the standard followed is well documented in the developer's handbook.	Out-of-the-box – 8–12 hours
18-26	FACTS II will prevent closure of a case with outstanding data issues or uncompleted activities without the approval of the case supervisor.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II does not allow case closure until all pending activities are completed. For example, child still in placement, assessment not completed, etc. The solution requires supervisor approval for closing the case.	Out-of-the-box – 8–12 hours
18-27	FACTS II will provide data collection/quality for aggregate analysis through a combination of drop-down and narrative options.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows data collection through standard drop-downs and narrative.	Out-of-the-box – 8–12 hours
18-28	FACTS II will update "current address" for the child when a placement or admission event is initiated.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II updates child current address once he/she enters placement.	Out-of-the-box – 8–12 hours
18-29	FACTS II will include home address verification that is flexible and allows for abbreviations with easy interface with service such as MapQuest or Group One to verify the existence of the address entered. Consider validation with DMV or other state agency records.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses a third party service to validate all addresses entered in the system.	Out-of-the-box – 8–12 hours

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-30	FACTS II will maintain historical address information and allow for easy viewing of history.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II maintains a history of different types of addresses like home address, business address, mailing address, etc. Every address has a start and end dates to determine the current address.	Out-of-the-box – 8–12 hours
18-31	FACTS II will include a standard list of address types that are used department wide and support entities having multiple current and historical addresses.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II maintains a history of different types of addresses like home address, business address, mailing address, etc. Every address has a start and end dates to determine the current address.	Out-of-the-box – 8–12 hours
18-32	FACTS II will contain a "tool tip" to advise workers about applicable rules.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II will be customized to add "tool tip" functionality to advise workers about applicable rules.	Custom – 400-440 hours
18-33	FACTS II will include viewable audit trail capability that denotes user.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II contains the Audit Trail screen which can display the audit trail information for the specified dates, worker, case, county, etc.	Out-of-the-box – 8–12 hours
18-34	Based on decision rules, the system will have the capacity to notify the user to verify certain specified data after a set period of time to assure that information in the system is as current as possible.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
18-35	FACTS II must provide capability of assigning an address to an individual or a group of individuals without duplicating data entry.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II assigns the same permanent address whenever a new client is added to a case after user confirmation.	Out-of-the-box – 8–12 hours

Archiving, Purging, and Expungement

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
19-1	FACTS II will provide archiving, purging and expungement in accordance with Federal, State, and departmental approved retention schedule. (Department policy regarding archiving and expungement is undergoing review.)	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to provide parameterized archival, purging and expunging data such as archival, purging and expunging at client level.	Custom – 480–520 hours
19-2	FACTS II will provide archiving, purging, and expungement of data while ensuring integrity of remaining data.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II database model prevents partial archival, purging and expunging data thus maintaining integrity of data	Out-of-the-box – 8–12 hours
19-3	FACTS II will provide complete deletion of information identified for expungement, such that information is not stored electronically (e.g., Overwriting data), including back-up data.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to support complete deletion of information identified for expungement.	Custom – 480–520 hours
19-4	FACTS II will provide maintenance of archival data within FACTS II system. Archival data are old data that have been moved out of the system but are still available for maintenance activities.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II fully supports maintenance of current and backup as per policies defined by State.	Out-of-the-box – 8–12 hours
19-5	FACTS II will maintain a record locator that will allow for retrieval of archived records and paper documents.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with a new record locator to support retrieval of archived records.	Custom – 80–88 hours
19-6	FACTS II archive, purge and expungement requirements will be integrated into the proposed	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II reporting environment will follow the same	Out-of-the-box – 8–12 hours

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	reporting environment.		policy as the transactional database environment.	
19-7	FACTS II will provide expungement of specific information pursuant to a court order.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with features to provide expungement of specific information pursuant to a court order	Custom – 480–520 hours
19-8	FACTS II will provide the recording/logging of court order of expungement without linking it to the person or case associated with the order.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Intake module (Information and Referral) supports documentation of expungement without linking it to person or case associated with the court order	Out-of-the-box – 8–12 hours
19-9	FACTS II will maintain payment history by child or provider, and will archive records and rate tables at a point in time so that reports and rate tables are updated, rather than overwritten.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II financial data such as payment history by child or provider, rate information will be archived at point in time.	Custom – 40–48 hours
19-10	FACTS II will provide maintenance of required financial and other required records for auditing purposes, after purging.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's maintenance procedures support both transactional database maintenance and purged data.	Out-of-the-box – 8–12 hours

Training

Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
20-1	FACTS II will have a component to manage documentation of training, authorization of staff in-service training, and will manage	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II contains a comprehensive training module	Extensible – 20–24 hours

Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	professional development information (credentials, licenses, certifications, CJIS authorizations, etc) with expiration dates and terms.		that documents the training received by the staff as well enrollment details about training conducted in-house. It also manages professional development information. FACTS II will be customized to further enhance this module to add more training courses.	
20-2	FACTS II will provide a desktop accessible training module (CBT) regarding the contracting process as well as other modules of FACTS II, with a glossary of terms. The training module will have the capacity for updates by DSCYF staff as changes occur. Vendor will be responsible for development of materials for initial training.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. New Computer based training (CBT) module will be added to meet DSCYF's requirements and will be developed and maintained by Deloitte for initial training.	Custom – 960–1040 hours
20-3	FACTS II will provide training and help screens regarding access and security of information. <i>SACWIS VII.C. 1b.(78)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's help system will be modified the to get the updated information regarding access and security information	Extensible – 40–48 hours

Security

Security				
RFP #	Requirement Description	Priority	How Met	Est. Hours
21-1	FACTS II will adhere to all security and access requirements, including State, HIPAA, and DSCYF. <i>SACWIS VII.C. 1b.(78)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II adheres to all security and access requirements, including State, HIPAA and DSCYF	Out-of-the-box – 8–12 hours
21-2	FACTS II will provide security management in accordance with Dept. Confidentiality and Security	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides security anagement in	Out-of-the-box – 8–12 hours

Security				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	Policies. <i>SACWIS VII.C.1b.(78)</i>		accordance with Dept. Confidentiality and Security Policies.	
21-3	FACTS II must support security for users having multiple duties/assignments. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports security for users regardless of whether they have single or multiple assignments.	Out-of-the-box – 8–12 hours
21-4	FACTS II embedded security will prevent or allow access to records based upon user profile. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's security framework controls page access based on user profile.	Out-of-the-box – 8–12 hours
21-5	FACTS II will provide data encryption for information security. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II stores critical information with encryption as defined by DSCYF's security policy.	Out-of-the-box – 8–12 hours
21-6	FACTS II will have the capability to remove or render unreadable lost or stolen data on remote devices. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II doesn't store any information on the remote devices.	Out-of-the-box – 8–12 hours
21-7	FACTS II will provide restrictions on high-profile cases (e.g., employees).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows restriction of high-profile cases to only those workers who have special security roles. Other workers are not able to view the case or any of the case information.	Out-of-the-box – 8–12 hours
21-8	FACTS II will have a single-solution password that is compliant with the current State standard.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's security framework supports password compliance requirements of the state.	Out-of-the-box – 8–12 hours
21-9	FACTS II will provide a single log-on control to access FACTS II databases (production, test) to which worker is authorized access.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Security framework allows authorized users a single logon access to FACTS II database.	Out-of-the-box – 8–12 hours

Security				
RFP #	Requirement Description	Priority	How Met	Est. Hours
21-10	FACTS II will provide concurrent access to other Departmental systems.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's security framework internally maintains user credentials in session and does not hinder access to other systems.	Out-of-the-box – 8–12 hours
21-11	FACTS II will provide functionality to manage a worker's passwords and changes (rather than having FACTS liaisons managing passwords.)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's security framework will be extended with feature that provides functionality that allows worker to change passwords.	Extensible – 24–28 hours
21-12	FACTS II will have timeouts and desktop locking requirements for active sessions.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows configurable timeouts for active sessions. FACTS II will be customized to set appropriate desktop locking requirements as per DSCYF policy.	Configurable – 8–12 hours
21-13	FACTS II will have a biometric option.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
21-14	FACTS II security will limit or restrict search capability by user. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II restricts the user from seeing the details of restricted cases (high-profile) in the search results and prevents workers with insufficient security roles to put the restricted case in focus. Deloitte will further enhance this functionality to include more security roles to make this a fine grained search process.	Extensible – 60–72 hours
21-15	FACTS II can restrict who can create persons/entities.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows person/entity creation to authorized users only.	Out-of-the-box – 8–12 hours
21-16	FACTS II will provide access for	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Security				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	all assigned workers to education information that is recorded by the institutional education staff.		requirement. FACTS II's security framework controls page access based on user profile including which includes a person's education module.	8–12 hours
21-17	FACTS II will collect and retain information such as User IDs for all individuals who access and view specified information (confidential documents).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's audit trail functionality collects information user information regarding screen access such as the user IDs and the date and time the screen was accessed which also includes all reports and documents.	Out-of-the-box – 8–12 hours

Legacy Data

Legacy Data				
RFP #	Requirement Description	Priority	How Met	Est. Hours
22-1	FACTS II vendor will provide a strategy and utilize an integration/conversion effort that provides: A. Data conversion of standalone systems (see appendices), as well as FACTS I. B. Technical analysis of existing data systems and periodic reports to facilitate DSCYF staff data clean-up activities. C. An ongoing mechanism to identify data quality and other problems regarding conversion D. Generate recommendations to correct data problems on an ongoing basis.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Deloitte will work with DSCYF to understand the business definition (challenge – business meaning vs. technical meaning of the data attributes) of the data attributes needed to be converted and assign to them the appropriate fields in the proposed FACTS II. In case of duplicate data, decision on which set of data needs to be kept will be taken. After each set of data are converted, data testing will be done to determine the sanity and consistency of data. This also includes testing whether the proposed FACTS II is running smoothly on the converted data and there are no unexpected crashes due to data anomalies.	Custom – 18960–19100 hours

Legacy Data				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	E. Pre and Post conversion support, reconciliation and verification of data.		Based on application and data testing, conversion scripts will be modified to resolve issues and another conversion run will be scheduled and similar testing applied until a certain success ratio is achieved. Deloitte will offer pre as well as post conversion support and reconciliation and verification of data.	
22-2	FACTS II vendor will develop a conversion plan dependent on implementation model selected, and will keep both FACTS II and legacy systems in synch as necessary.	1 - Must Have	Deloitte's selected conversion plan fully meets this requirement. FACTS II conversion plan will keep both FACTS II and legacy systems in synch as necessary	Custom – Included in requirement 22-1
22-3	FACTS II will include a pilot test period for all implementation activities. This period may vary according to the types of data being tested.	1 - Must Have	Deloitte's selected conversion plan includes a pilot rollout for a selected county determined jointly by DSCYF, county, and Deloitte teams based on factors such as data volume, staff size, and schedule. We work with DSCYF to determine the actual schedule and actual counties to be included in each wave of the conversion.	Custom – Included in requirement 22-1
22-4	The FACTS II vendor may propose alternative conversion solutions depending on the conversion strategy utilized that will provide analysis, reporting, and case histories for legacy data sources that are not converted; including having internal links to legacy data sources (e.g. FACTS I or CYCIS--mainframe) and/or creating internal limited-access data storage tables/archives.	2 - Should Have	Deloitte brings a proven, successful and iterative conversion methodology that will meet DSCYF's requirements to convert the legacy, disparate data sources to FACTS II. Based on our understanding of the requirements, we are not proposing any alternative solutions for data conversion.	Custom – Included in requirement 22-1
22-5	FACTS II will convert current and historical data required for Federal and other reporting guidelines, such as AFCARS, NCANDS, NYTD,	1 - Must Have	The conversion plan used by Deloitte will convert current and historical data required for Federal and other reporting guidelines such as AFCARS, NCANDS, and NYTD.	Custom – Included in requirement 22-1

Legacy Data				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	SSBG, as well as departmental business processes (i.e., case management, service delivery, client payments, other types of payments and fiscal activity, cost recovery and other activities.)			
22-6	FACTS II will include conversion of selected archival data from stand alone ACCESS databases from programs that are not in FACTS.	1 - Must Have	Deloitte will work with appropriate DSCYYF stakeholders to convert data from access databases using the Deloitte proposed conversion methodology.	Custom – Included in requirement 22-1
22-7	The FACTS II vendor will perform all data entry required for successful conversion, using department-approved personnel.	1 - Must Have	Deloitte will work with appropriate DSCYYF approved personnel to convert data manually using the Deloitte proposed conversion methodology.	Custom – Included in requirement 22-1
22-8	The FACTS II vendor will convert and include code tables. Documentation will include mapping of codes to all required State and Federal reports and systems, such as HIPAA, PHRST, AFCARS, NCANDS, etc.	1 - Must Have	The conversion plan used by Deloitte will convert and include required code tables for state and federal reports and systems such as AFCARS, NCANDS, and NYTD. Deloitte will also use HIPAA related code tables as necessary.	Custom – Included in requirement 22-1
22-9	FACTS II will have a separate test database for conversion with preloaded data for testing purposes, both initially and ongoing.	1 - Must Have	Deloitte will work with DSCYF to setup a separate test database for conversion with preloaded data for testing purposes, both initially and ongoing.	Custom – Included in requirement 22-1

Service Delivery Requirements

Inquiry and Screening

Inquiry and Screening					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
23-1	FACTS II will permit the Department to determine which fields will be required for intake screens and will provide sufficient text fields as defined by each Delaware program. . SACWIS I.A.2.(2)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. Deloitte's proposed FACTS II provides Intake module that includes Intake Hotline Report, Relationship, Allegation, Decision Tool, Priority Response and Referral outcome screens that are customizable and department can selectively make fields required for Intake depending on the type and nature of Intake as defined by each Delaware program	Extensible – 200–220 hours	4,6,7,12
23-2	FACTS II will provide capacity for recording interim dispositions and level of urgency (e.g. for Alternative Response dispositions).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Deloitte's proposed FACTS II Disposition finding screen provides capacity to record interim dispositions and level of urgency and findings are not finalized until Investigation is complete	Out-of-the-box – 8–12 hours	5
23-3	FACTS II will identify type of crisis and urgency of response (e.g. medical, mental health or law enforcement) involved in referral. SACWIS I.A1.(1)?	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Allegation screen allows worker to notify law enforcement agency, which generates an alert generation to the agency. FACTS II Priority response screen allows worker to identify response factors that includes medical and mental health factors.	Out-of-the-box – 8–12 hours	5
23-4	FACTS II will permit updating some intake information (e.g. name, address) after it is validated by the investigating worker, but not narrative and other critical intake information identified as "frozen." If information is incorrect and needs	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Information collected from Hotline Report, Relationship, Allegation, Priority response and Referral outcome screens within Intake module becomes read only on Intake approval and preserves the data as it was recorded during Intake phase. Referral Snapshot functionality within Intake module	Out-of-the-box – 8–12 hours	5

Inquiry and Screening					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	to be updated, a method for tracking changes will be incorporated; however, the integrity of the original data must be maintained. For example, DFS Hotline allegations, reporter and narrative are frozen when sent for investigation. Similar functionality is required for YRS intakes. <i>SACWIS I.A.2.(2)</i>		takes a snapshot of all information recorded during Intake phase and saves into File cabinet for future reference.		
23-5	FACTS II will explicitly allow recording of known strengths at intake, such as support system.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. Deloitte's proposed FACTS II provides extensive Assessment modules within Investigation module to capture strengths; FACTS II's Intake module will be extended to record known strengths.	Extensible – 24–28 hrs	
23-6	FACTS II will instantly display at intake any high risk characteristics (flagged data such as medical, mental, suicide risk, substance abuse issues) that are known from existing information in the system.	1 - Must Have	Delaware FACTS II fully meets this requirement. Delaware FACTS II conducts auto search prior to adding a person to the system and displays all prior historical information known to the system including Medical, Suicide Risk and Substance Abuse Issues. Delaware FACTS II displays known prior historical reports related to a family during Intake Approval that will help the worker to decide the next course of action which could be a new investigation or link to an ongoing investigation of the same family	Out-of-the-box – 8–12 hours	
23-7	FACTS II will provide smart redaction of reporter information regarding child maltreatment when generating documents or notices.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to redact reporter and child maltreatment information while generating documents or notices	Custom – 50–58 hours	
23-8	FACTS II will provide the automatic generation of a DFS Hotline referral for any child 13 years or younger admitted to a detention center. <i>SACWIS I.A1.(1)</i>	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. The proposed FACTS II will be customized to create a DFS Hotline referral when any child of 13 years or younger gets admitted to detention center	Custom – 80–88 hours	

Inquiry and Screening					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
23-9	FACTS II will provide and track requests for alleged perpetrator clearances received from, or sent to, other states or agencies as required by the Adam Walsh Child Protection Act of 2006, including any subsequent amendments to this Act prior to the implementation of FACTS II.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's central registry clearance keeps track of requests of clearances received from, or sent to, other states or agencies as defined by DSCYF.	Out-of-the-box – 8–12 hours	

Investigation

Investigation					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
24-1	FACTS II will allow supervisors to enter changes in the disposition response time frame, the assignment of priority level for response, and system-generated due dates.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows supervisors with appropriate security to modify disposition response time frame, priority level of response and system generated due dates.	Out-of-the-box – 8–12 hours	5
24-2	FACTS II will provide a link from IA (Institutional Abuse) investigations to the Person view screen to cross reference the children and the facilities.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II keeps track of children placed with providers through placement module and children receiving ongoing services through Service Log. FACTS II Provider module displays children served by the Provider and a new link will be added to Intake Hotline report screen to Provider module to display the children served by the Facilities	Configurable – 24–28 hours	
24-3	FACTS II will preserve Child Abuse	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –	30

Investigation					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	& Neglect determinations, victim characteristics, and perpetrator information in the child protection registry, per law and policy as appropriate, with the ability to change as court directed if the decision is successfully appealed.		requirement. FACTS II's Child protection registry tracks Child Abuse & Neglect determinations, victim characteristics, and perpetrator information as per law and policy. FACTS II provides the ability to change CPR information as specified by a court order	8–12 hours	
24-4	FACTS II will provide the ability to record all information regarding an allegation of child abuse or neglect; the type and timeliness of the DSCYF response; all investigation information; all contacts with alleged victims, perpetrators, and collaterals; investigation disposition; approvals; and appeals.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Deloitte's proposed FACTS II fully meets this requirement. Referral Allegations screen allows users to record allegation information pertaining to the reported incident(s) including, date of the reported incident, name of the person allegedly responsible, and name of the person allegedly at risk. Referral outcome screen documents the timeliness of DSCYF response; Investigation Narrative screen within Investigation module documents narrative information regarding the Investigation. FACTS II's contacts screen allows workers to record all contacts made with alleged victims, perpetrators and collaterals. FACTS II disposition findings screen allows workers to document disposition for Investigation and Investigation closure allows workers to make final decision approved by supervisors. FACTS II suspension module allows workers to record appeals made against allegations and their outcomes.	Out-of-the-box – 8–12 hours	

Case Opening and Closing

Case Opening and Closing				
RFP #	Requirement Description	Priority	How Met	Est. Hours
25-1	FACTS II will provide complete case/service history by child or family, regardless of division and core service with the capability of a consolidated view across programs. <i>SACWIS I.A.3.(3)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Case summary screen of FACTS II provides complete history of child and family and agency's involvement with the Family. Client summary screen summarizes child history at client level. Service log screen provides all services provided to the child by the agency. Case summary and Client summary can be viewed by authorized users across programs	Out-of-the-box – 8–12 hours
25-2	FACTS II will provide multiple services and programs (starting and ending) in an individual case.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II service log screen allows workers to document multiple services to be provided by multiple programs within an Individual Case	Out-of-the-box – 8–12 hours
25-3	FACTS II will allow opening a person record and linking to a community service and tracking service outcomes, without opening an assigned case management Case.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows person to be searched directly and navigate to Service log screen to link persons to community services.	Out-of-the-box – 8–12 hours
25-4	FACTS II will provide rules based case closure and service termination. For example, a Case cannot be closed as long as any child in the family is still open unless the only active service is an adoption or scholarship by provider or other payment source (e.g. insurance).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports rules based case closure and service termination. FACTS II performs series of validations prior to case closure such as open placements, open services, pending approvals etc.	Configurable – 16–20 hours
25-5	FACTS II will streamline case closing process for interstate	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Case Opening and Closing				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	compact children.		requirement. FACTS II supports rules based case closure process for interstate compact children	8–12 hours
25-6	FACTS II will include maintaining and accessing the enrollment history (educational information) in FACTS II for student issues upon re-opening. Must be able to produce information for report cards, future IEP meetings, transfers, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's education screen tracks and maintains educational history and is available for report cards, future IEP meetings, transfers when cases are reopened	Out-of-the-box – 8–12 hours
25-7	FACTS II will allow for documentation of the required 90 day follow-up (statute) and the ability to report on this follow-up activity and the results thereof (i.e., GED, employment, adult ED), even if the case is closed.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II rule based closure functionality will make the case read only after case closure. FACTS II will be extended to relax the rule to document 90–day follow up and results.	Extensible – 24–28 hours
25-8	FACTS II will allow updating of closed case information; assuming proper security, and controlled by rules and transaction tracking.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II rule based closure functionality will make the case read only after case closure. FACTS II's security framework will be modified to allow authorized users to update Case information after a Case is closed. FACTS II Audit Trail framework will track transaction history of Case updates	Extensible – 40–48 hours
25-9	FACTS II will provide differentiation of case open status types, case managed vs. non-case managed types (for example, identifying adoption subsidy and substantiation cases separately from a regular active case).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports multiple Case types and can be clearly distinguished.	Out-of-the-box – 8–12 hours

Assessment

Assessment				
RFP #	Requirement Description	Priority	How Met	Est. Hours
26-1	FACTS II will provide shared assessment elements, defined commonly, where feasible; as well as support the unique service planning information needs of programs.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports Safety/Risk Assessment, Family Strengths and Needs Assessment, Reunification Assessment and Service planning. FACTS II Assessment will be extended to support shared assessment elements and service planning to meet the needs of programs	Extensible – 80-88 hours
26-2	FACTS II will have a single place to draw together all risk factors from multiple sources and provide a common view across the divisions of the department.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II records and risk factors commonly and provides a common view across the divisions of the department.	Out-of-the-box – 8–12 hours
26-3	FACTS II will provide the documentation of informal child/family supports as well as the ability to update and maintain the information. This may include persons; organizations; and groups, potentially outside the Department.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Safety Assessment module allows users to document, maintain and update Child and family support information. FACTS II security framework allows authorized users including persons, organizations and groups outside department to view and update child and family support	Out-of-the-box – 8–12 hours
26-4	FACTS II will provide the online administration (by the worker) of assessment instruments when permitted by copyright, (MAYSI, WIAT II, JUVENILE COURT ASSESSMENT, DFS IL SERVICES ASSESSMENT, etc.), or inclusion of the final scores when the inclusion of the assessment instrument is not permitted by copyright. Where appropriate, vendor will propose the option of linking to external assessment instruments and retrieving results	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to provide online administration of assessment instruments or inclusion of the final scores depending on copyrights of assessment instruments. FACTS II will interface with external assessments to retrieve results and save it in FACTS II.	Custom – 480–520 hours

Assessment				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	into FACTS II instead of direct implementation of the tool within the FACTS II application.			
26-5	FACTS II will allow clients the ability to enter some information (e.g., self-assessments) directly into the system, with appropriate security controls.	3 – Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
26-6	FACTS II will provide capturing psychosocial data elements for all children using data elements that are common across divisions, where possible. Data will pre-fill where feasible, and as defined by Departmental rules. Views will display according to each program's requirements.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II Health screens captures medical history of clients and will be extended to capture psychosocial data elements for children across divisions. Security framework will be customized to display information according to each program's requirements	Extensible – 40–48 hours
26-7	Where appropriate FACTS II will display the date and source entered for each piece of assessment data, for example, as a "Mouse over" display.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Audit trail framework audit of date time and worker who entered the assessment data	Out-of-the-box – 8–12 hours
26-8	FACTS II will provide flexible sequencing of assessments when assessment instruments are used by different divisions.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Workflow allows flexible sequence of assessments for different divisions.	Out-of-the-box – 8–12 hours
26-9	FACTS II will have the capacity to weight components of an assessment differentially and to combine the components into a summary score for assessment.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II assessments built using Structured Decision Making process model utilizes components involved in Assessments and produces summary score for Assessment	Out-of-the-box – 8–12 hours
26-10	FACTS II will provide the capacity to compare developmental information about a child relative to normative data/comparative data.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. For all optional requirements, we have not provided estimated hours.	

Service Planning

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-1	FACTS II will provide Integrated Service Plans that include common components across the programs and includes all the individual plan requirements of each specific program (e.g., independent living, early intervention program, and other program specific service plan requirements).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's service planning module includes three major components: Objectives (Goals), Client tasks and provider services. Objectives allows the worker to document objectives of service plan and measures to monitor the progress of objectives. Client task allows the worker to document the tasks that Client should perform to meet the objectives and finally the provider services to document the services provided by Provider to meet the objectives. We will work with department to customize FACTS II to include components across the programs wherever appropriate and to have individualized service plans for each specific program	Extensible – 480–520 hours
27-2	FACTS II will permit documentation (i.e., narrative) of each core stakeholder's perspective pertaining to the plan. (e.g. DFS, YRS, PBHS, court, family, providers)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Service Plan module allows workers to document narrative of each core stakeholder's perspective to the plan.	Out-of-the-box – 8–12 hours
27-3	FACTS II will allow for prioritization and sequencing of service plan goals.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II workflow processing allows prioritization and sequencing of service plan goals	Configurable – 40–48 hours
27-4	FACTS II will provide a summary of progress and achievement of goals. At worker option, goals can be carried forward to subsequent plans. All goals will be retained in history.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II retains Service Plan history and provides a summary of progress and achievement of goals of a service plan. FACTS II will be extended to allow workers to carry forward goals	Extensible – 160–172 hours

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-5	FACTS II will reduce redundancy among service plan components, using pre-filled data as appropriate.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's centralized and Integrated Case Children system approach shares data across all modules and programs	Out-of-the-box – 8–12 hours
27-6	FACTS II will provide family service plan components as well as individual child components. It will be flexible enough to work with all types of family structures.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports Family Case plan and Child Case plan to support Family and Child needs depending on needs of the Family and Child	Out-of-the-box – 8–12 hours
27-7	FACTS II will worklist (e.g. provide an alert or tickler) service planning tasks and will allow the worklist to be modified only with supervisory approval.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II provides action based Alerts and Ticklers for service planning tasks and will be extended to support modification with supervisory approval	Extensible – 40–48 hours
27-8	FACTS II will be flexible enough to capture changes to plan, including by courts and other stakeholders.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Service plan supports changes to plan and security framework allows authorized users to capture changes to plan including court workers and other stakeholders.	Out-of-the-box – 8–12 hours
27-9	FACTS II will maintain a history of all finalized plans. SACWIS I.A.2.(2)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II' service plan module creates and maintains history of all finalized plans	Out-of-the-box – 8–12 hours
27-10	FACTS II will utilize pre-recorded data to generate and distribute electronically all progress reports, in compliance with timeline policies.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
27-11	FACTS II will have the capacity to record plan review.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II fully supports recording and tracking information around the case plan, including, but not	Out-of-the-box – 8–12 hours

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			limited to: the name of the client participants, relationships of client participants, role of the client participants, date(s) of the case review, and overall outcome(s) of each case review. These items are tracked and logged as part of the case review.	
27-12	FACTS II service plan will record which party(ies) are responsible for an element of the service plan.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Service plan objectives screen tracks and maintains parties (Clients, Family and Providers) involved and measure the progress made by each party to meet the goals of Service plan	Out-of-the-box – 8–12 hours
27-13	FACTS II will provide ready access to specific types of events or activities such as placement, service, legal and critical incident history.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's security framework allows authorized users to specific types of events or activities such as placement, service, legal and critical incident history and security controls access to each event or activity.	Out-of-the-box – 8–12 hours
27-14	FACTS II will provide the capability to identify and calculate the required DFS level of care based on assessment results, pre-filling from existing data where available.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's service taxonomy supports multiple levels of care to meet the unique service of children and family. FACTS II pre-fills existing data wherever applicable, reduces duplicate data entry, and improves consistency across FACTS II system.	Out-of-the-box – 8–12 hours
27-15	FACTS II will document that provider services are medically or clinically necessary with review concurrence (for example, by a psychiatrist), as appropriate.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Admin Review module supports provider services review by appropriate persons as appropriate.	Out-of-the-box – 8–12 hours
27-16	FACTS II will generate initial service authorization and the clinical necessity or other approval for reauthorization, as appropriate.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports the automatic generation of a service authorization for each service authorized in the case plan. The service	Out-of-the-box – 8–12 hours

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			authorization(s) will be automatically generated and appended to each service agreement that is generated from the system. FACTS II allows authorized users to set a service authorization as a one time or recurring approval.	
27-17	FACTS II will record the authorization process for reimbursable and funded services.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II tracks supervisory approval of service authorizations for reimbursable and funded services.	Out-of-the-box – 8–12 hours
27-18	FACTS II will be able to document and authorize service prior to the development of a service plan (e.g., crisis hospitalization and emergency foster care).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows authorized users to authorize emergency services prior to the development of a service plan including crisis hospitalization and emergency foster care.	Out-of-the-box – 8–12 hours
27-19	FACTS II will ensure that all Adoption and Safe Families Act (ASFA) timelines and case review requirements are met for children in foster care regardless of division while under DFS or YRS custody, based on the circumstances of the child.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports tracking and recording specific case plan information, including level of care for adults and children, placement information, reunification services, legal requisites, and compliance with all AFSA requirements. The level of care for adults and children can be recorded on the Family Assessment page as part of the Case Plan module. Placement information, reunification services, and other legal requisites can all be documented in the Placement and Court sub modules which are accessible from the Case Plan module.	Out-of-the-box – 8–12 hours
27-20	FACTS II will record both the service effective date (which should be editable by the worker) as well as the system date, and will record responsibility for all entered data.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Service Log screen allows workers to document service effective date and Audit trail framework keeps track of system date and person responsible – the worker who entered data.	Out-of-the-box – 8–12 hours

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-21	FACTS II will calculate the length of service according to the actual units of service appropriate to the service, rather than only calendar days to conform to payment rules of the specific service.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides the ability to calculate invoices (not to include state held contracts) based on the number of units of service the client received.	Out-of-the-box – 8–12 hours
27-22	FACTS II will provide the documentation of all status changes to service referrals and authorizations, including referral date, referral assignment, service gaps, referral disposition, referral status (explored, made, accepted), and services started, etc. <i>SACWIS I.A1.(1)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Placement Recommendation screen provides documentation of service referral status changes including referral date, referral assignment, service gaps, referral disposition, referral status.	Out-of-the-box – 8–12 hours
27-23	FACTS II will capture whether a child's parental rights have been terminated and the child is not yet in an adoptive home.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Adoption general info screen records adoption finalization date and courts module documents child's parental rights have been terminated. Combined with our Adoption module and courts module FACTS II can track whether a child's parental rights have been completed and child is not yet adopted.	Out-of-the-box – 8–12 hours
27-24	FACTS II will provide an online referral process to the extent possible (linking to appropriate referral documents and guidelines); possibly including provider online access to information that is already in the system. <i>SACWIS I.A1.(1)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's electronic document management supports linking of referral documents and provides access to authorized users including providers.	Out-of-the-box – 8–12 hours
27-25	FACTS II service plan functionality will provide provider automated input and will allow providers to	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's role based security framework allows	Out-of-the-box – 8–12 hours

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	view outputs within the limits of confidentiality.		authorized users including providers to view outputs within limits of confidentiality	
27-26	The system must have the capability to print the overall service plan as well as multiple edited versions specific to the individual service plans for each program.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Service plan module provides Service Plan report that is printable with prefilled information specific to the individual service plans for each program	Out-of-the-box – 8–12 hours
27-27	FACTS II will assist the user in determining the reimbursability and/or funding source for a service.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's service taxonomy maintains reimbursability and funding source for all services delivered.	Out-of-the-box – 8–12 hours
27-28	The authorizations process will include elements required to support cost recovery purposes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Accounts Payable module records and track overpayments/adjustments for those providers that have been overpaid and supports cost recovery process.	Out-of-the-box – 8–12 hours
27-29	Based upon business rules to be specified during design, FACTS II will automatically retrieve assessment data into the service plan.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's service plan retrieves and pre-fills assessment data into service plan	Out-of-the-box – 8–12 hours
27-30	For the calculation of the number of days in placement, the system will count the first day, but not the last, for the purpose of payments and reporting requirements. In other words, the system will count the day the child enters a placement, but not the day the child leaves the placement.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's payment processing has in built logic to count the day the child enters a placement, but not the day the child leaves the placement	Out-of-the-box – 8–12 hours

Community Based

Community Based				
RFP #	Requirement Description	Priority	How Met	Est. Hours
28-1	FACTS II will provide a service monitoring module/tool that accommodates differences across service Divisions and services.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's service planning modules provides capabilities to monitor services provided and their outcomes.	Out-of-the-box – 8–12 hours
28-2	FACTS II will provide standardized common processes across divisions, where possible, for workers/supervisors, quality assurance personnel, contract managers, and financial staff to monitor the outcomes of service provision.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Integrated Children Services System provides standardized common process across divisions to monitor outcomes of services provided by the agency.	Out-of-the-box – 8–12 hours
28-3	FACTS II will incorporate consumer and departmental staff satisfaction assessments (automated surveys, forms, and reports) using common processes across divisions where feasible.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II's new Customer Relations Module will incorporate consumer and departmental staff satisfaction assessments using common processes across divisions.	Custom – 320–360 hours

Residential

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
29-1	FACTS II will only allow one open placement at a time for a child, unless a placement is planned to be short term (e.g., respite or hospitalization); however, placement episodes must be flexible enough to recognize that	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows only open placement at a time for a child. FACTS II's reserved placement feature allows users to document short-term placements including respite and hospitalization. FACTS II payment processing pays both Providers when there is	Out-of-the-box – 8–12 hours

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	intake and transfer/discharge dates will overlap (e.g. a child may be discharged/transferred from the current facility on the same date as they are received at the next facility) and both providers must be paid accordingly.		overlap between intake and discharge dates	
29-2	FACTS II will provide a validation on the entry of placements where it will not permit unexplained gaps in placement episodes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's placement module prevents users from entering overlapping placements and allows only one placement to be open. FACTS II mandates user to document valid placement exit reasons and prevents unexplained gaps in placement episodes.	Out-of-the-box – 8–12 hours
29-3	FACTS II will display the current actual location (i.e., specific placement provider, whether or not they are part of a parent organization) of all children in placement on the placement summary.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's placement entry screen tracks the current location information that includes Provider name and physical address of the provider.	Out-of-the-box – 8–12 hours
29-4	FACTS II will require a recent level of care for all placements, including respite care.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II mandates users to enter level of care for all placements including respite care	Out-of-the-box – 8–12 hours
29-5	FACTS II will provide a placement summary that captures complete placement history, including trial home visits, runaways etc. (all episodes).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Placement modules fully tracks and maintains placement history including trial home visits and runaways	Out-of-the-box – 8–12 hours
29-6	FACTS II will automatically notify the family court system of children who have entered and left placement for the purposes of Child Placement Review Board	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	(CPRB) scheduling and will receive back and store CPRB scheduling information. (Note: this functionality requires an interface to the Court's system.)			
29-7	FACTS II will display the program type, services, and assigned workers, within security limits, across divisions in multi-divisional cases.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Client summary screen displays the program type and services. FACTS II's assignment module displays workers assigned to a case and security provides access to authorized users across divisions in multi divisional cases	Out-of-the-box – 8–12 hours
29-8	FACTS II will permit recording of discharge plans/requirements/dates in the initial service plan.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's Service plan module will be extended to capture a discharge plan that includes anticipated date of discharge, living arrangements, assistance.	Extensible – 24–28 hours
29-9	FACTS II will provide documentation of residential discharge, independent living, transition planning, board extension (post-18 foster care) and aftercare coordination.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's placement exit screen allows worker to document residential discharge date and reason for discharge. FACTS II allows user to enter children into Independent Living Programs (ILP) and associate these children with Independent Service Plans (ISP). FACTS II allows the worker to incorporate goals and expectations into ISP, this increases the probability that the participating ILP youth will successfully transfer out of independent living into adulthood. FACTS II allows board extension and aftercare coordination	Out-of-the-box – 8–12 hours
29-10	FACTS II will support educational programs in contracted and state residential programs and facilitate sharing educational information with other school systems.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports documenting educational programs for clients and will be extended to support contracted and residential programs and facilitate	Extensible – 160–172 hours

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			sharing educational information with other school systems	
29-11	FACTS II will provide the Individual Education Plan (IEP) planning and documentation process, including required timeframes for DSCYF schools or DSCYF funded education programs.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's education screen will be extended to support documenting Individual Education Plan, planning and timeframes for DSCYF schools or DSCYF funded education programs	Extensible – 120–132 hours
29-12	FACTS II will provide the capacity to record report cards and other educational progress documentation, including behavioral and academic records for all children in care.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's education screen will be extended to record results of standardized education testing	Extensible – 40–48 hours
29-13	For all children in care, FACTS II will allow the recording of the results of standardized educational testing,	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's education screen will be extended to record results of standardized education testing	Extensible – 24–28 hours
29-14	FACTS II will provide an educational summary, transition and discharge plan.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's service plan report will be extended to provide educational summary, transition and discharge plan	Extensible – 80–88 hours
29-15	FACTS II will manage the process of authorization and review of placements of delinquent youth in the same in-state home or facility with other department youth in accordance with the Delaware "mixing law."	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's placement authorization screen allows worker to document placement authorization of delinquent youth in the same in-state home ore facility.	Out-of-the-box – 8–12 hours
29-16	FACTS II will allow access to and automation of all provider deliverables, whether or not provider is state or contractor	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II fully supports automation of provide deliverables for both State and Contracted providers	Out-of-the-box – 8–12 hours

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	managed, within confidentiality limits.		within confidentiality limits	
29-17	FACTS II will document and allow access to attendance records (actual days not just start-stop) of children in residential care, for billing purposes. It will continue this capability for day treatment.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's education screen will be customized to capture attendance FACTS II Security framework allows authorized users to access attendance records of children in residential care and day treatment for billing purposes.	Extensible – 80–88 hours
29-18	FACTS II will prevent duplicative placement events across divisions. For example, shared funding of a single residential service will not constitute two separate placements at the same time.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's centralized placement module prevents duplicate placement being entered into system. FACTS II does not allow entering a new placement when there is already an open placement.	Out-of-the-box – 8–12 hours
29-19	FACTS II will provide the entry of the results of the CPRB review.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's placement evaluation screen provides workers with defined evaluation criteria to evaluate service provided during placement. FACTS II placement evaluation screen will be extended to support results from CPRB review.	Extensible – 40–48 hours

Service Implementation in DSCYF Facilities

Service Implementation in DSCYF Facilities					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
30-1	FACTS II will provide the intake and screening processes for all DSCYF facilities to include information such as demographic, identification, personal property inventory,	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports intake and screening processes for DSCYF facilities. FACTS II's intake hotline screen supports documenting demographic information of	Extensible – 480–520 hours	4, 12

Service Implementation in DSCYF Facilities					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	physical attributes, photos, authorized visitor and phone contact lists, physical, mental health, and substance abuse assessments, facility orientations, legal, etc. <i>SACWIS I.A.2.(2)</i>		clients. FACTS II will be customized to extend the Intake module to capture physical attributes of clients. FACTS II will be customized to support physical, mental health and substance abuse assessments, facility orientations and legal.		
30-2	FACTS II will provide the documentation of specific physical identification information such as scars, marks & tattoos, multiple photos (intakes/admissions & injuries) and allow for maintaining a photographic history (specifically for photos associated with injuries).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II's Client General Information screen supports documenting basic demographics and will be extended to capture scars, marks & tattoos, multiple photos and allow for maintaining a photographic history	Custom – 80–88 hours	
30-3	FACTS II will provide the updating of current client location information as a function of admission to or discharge from a facility.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's placement module supports updating of current client location and discharge from a facility	Out-of-the-box – 8–12 hours	
30-4	FACTS II will provide a unit census that will maintain anticipated intakes (for example, waiting lists) and discharges.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's waitlist screen supports maintaining wait lists.	Out-of-the-box – 8–12 hours	
30-5	FACTS II will maintain, where applicable, living unit or room assignment for each child and create the unit census based upon these assignments.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. Deloitte's Placement module keeps track of the facility the child is placed and will be extended to capture living unit or room assignment of each child and create the unit census based upon these assignments	Extensible – 120–132 hours	
30-6	FACTS II will continue to support current discharge functionality, supporting DELACARE and the national CARF standards; including discharge planning, types of	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports discharge functionality, planning and types of discharge and success of treatment episode. FACTS II will be customized to support	Extensible – 160–172 hours	

Service Implementation in DSCYF Facilities					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	discharge, success of treatment episode, etc.		discharge functionality supporting DELACARE and nation CARF standards.		
30-7	FACTS II will maintain temporary leaves (to court, doctors, etc) and ensure the leaves are tracked historically with start and end dates.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to track temporary leaves with start and end date	Custom – 80–88 hours	
30-8	FACTS II will provide temporary home visit & pre-placement visit occurrences.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Placement module allows workers to document home visit and pre-placement visit occurrences.	Out-of-the-box – 8–12 hours	
30-9	FACTS II will provide transition and aftercare planning (i.e., independent living, or board extension).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows user to enter children into Independent Living Programs (ILP) and associate these children with Independent Service Plans (ISP). FACTS II allows the worker to incorporate goals and expectations into ISP, this increases the probability that the participating ILP youth will successfully transfer out of independent living into adulthood. FACTS II allows board extension and aftercare coordination.	Out-of-the-box – 8–12 hours	

School Management in DSCYF Facilities

School Management in DSCYF Facilities					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
31-1	FACTS II will support student attendance of multiple types including daily attendance for children who are in residential facilities and enrolled in day treatment; including non-classroom based services.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with features to document student attendance of multiple types including daily attendance for children who are in residential facilities and enrolled in day treatment including non-	Custom – 80–88 hours	

School Management in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			classroom based services	
31-2	FACTS II will allow for changes to specific data fields within the student's enrollment information. (e.g., STI, which is a unique identifier of educational records; grade level; school, etc.)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's education screen allows authorized users to document and modify grade level and school information.	Out-of-the-box – 8–12 hours
31-3	FACTS II will maintain the sending school contact persons' information and a history of the contact information.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's education screen will extended to support capturing history of contact information	Extensible – 40–48 hours
31-4	FACTS II will provide the recording of results of required achievement testing, preferably through an interface with eSchool Plus to obtain the information.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's education screen will be extended to document achievement testing.	Configurable – 24–28 hours
31-5	FACTS II will provide the ability to add and modify standard test options administered by DSCYF (whether the testing is administered manually or directly through the system).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be extended to support add and modify standard test options administered by DSCYF.	Custom – 24–28 hours
31-6	FACTS II will provide a method to record or import standard test scores created by a completed standard test administered by a non-DSCYF entity from the school into the student record (raw score, standard score, grade equivalent, etc.), preferably from the eSchool Plus interface.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with new features to record test scores. FACTS II supports importing the test scores through scanning test results into File cabinet.	Custom – 24–28 hours
31-7	FACTS II will provide a method for teachers to document, organize, and calculate grades including comment section.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with new features to	Custom – 80–88 hours

School Management in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	The system will pull individual grades creating a student report card. This requirement may change to importing grade card results, if this functionality is available in eSchool Plus to DSCYF.		document, organize and calculate grades including comment section and create a student report	
31-8	FACTS II will track DSCYF school enrollment episodes as defined by DSCYF. The system will allow DSCYF to report and view episodes based on continuous enrollment across any DSCYF school or program. The system will also allow DSCYF to report and view episodes within a specific but contiguous enrollment within or across programs when enrollments must be combined into one enrollment episode.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with new features to document enrollment episodes across any DSCYF school or program.	Custom – 120-132 hours
31-9	The system will incorporate educational assessments and basic test categories for the recording of test and assessment results (academic, career, etc.)	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with new features to incorporate educational assessments and basic categories for the recording of test and assessment results	Custom – 40–48 hours
31-10	FACTS II will provide the recording of standard tests and educational assessments administered by DSCYF including multiple instances of the same test or assessment for the same student.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with new features to record standard test and educational assessments administered by DSCYF including multiple instances of the same test or assessment for same student	Custom – 40–48 hours
31-11	FACTS II will allow DSCYF to create and maintain school calendars with the ability to make adjustments by individual counties	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will added with a new screen to create and maintain school calendars with the ability to make	Custom – 80–88 hours

School Management in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	or facility.		adjustments by individual counties or facility	

Education and Health (Case Management Perspective)

Education and Health (Case Management Perspective)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
32-1	FACTS II will incorporate medical workup and ongoing medical information, including nursing notes, within appropriate confidentiality limits, for all children in placement and in own homes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's medical screens will be extended with a narrative notes with appropriate security for all children in placement and in own homes.	Configurable – 16–20 hours
32-2	FACTS II will provide a Medical information screen to capture current & historical medical information; such as medications, immunizations and dates, exams, treatments, health insurance, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II medical screens allows to capture current & historical medical information; such as medications, immunizations and dates, exams, treatments, and health insurance.	Out-of-the-box – 8–12 hours
32-3	FACTS II will provide a document generation capability for medical care during transitions from one living situation to another, including documents such as the "Transfer Instruction Sheet" (health passport) and generate it electronically as well as in printed form.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with health report that will be used during transitions from one living situation to another.	Custom – 120-132 hours
32-4	FACTS II will capture the health histories of all immediate biological family members (parents, siblings, etc.) when DSCYF receives custody and the child is placed into care. This information is important for initial and long-term planning and becomes necessary	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Medical screen allows workers to document health history of biological family members.	Out-of-the-box – 8–12 hours

Education and Health (Case Management Perspective)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	for adoption planning and out-of-state placement.			
32-5	FACTS II will incorporate mental and behavioral health records, including ongoing compliance with medications and restrictions.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's Medical screen allows to document mental and behavioral records and will be extended to document ongoing compliance with medications and restrictions	Extensible – 24–28 hours
32-6	FACTS II will incorporate educational transition planning in a standardized format as part of the consolidated service plan, including documentation of meetings required.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's service plan captures details of meeting between family, child and workers to identify objectives or goals for the family and child including Education and steps to achieve the goal. FACTS II will be configured with goals specific to Educational transitional planning and corresponding steps to achieve educational established as part of Service plan	Configurable – 40–48 hours
32-7	FACTS II will identify high risk medical, mental and behavioral health issues from the medical health record and alert the worker of these needs. (For example, provide a high risk flag for suicide, prescriptions, etc.)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Medical Appointment screen will be added with a high risk indicator to identify high risk medical, mental and medical health record and a new alert to workers to	Configurable – 24–28 hours

Interstate Compact

Interstate Compact				
RFP #	Requirement Description	Priority	How Met	Est. Hours
33-1	FACTS II will include an Interstate Compact record that will allow	1 - Must Have	Deloitte's FACTS II fully meets this requirement. FACTS II allows the user to indicate the sending and	Out-of-the-box – 8–12 hours

Interstate Compact				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	the identification of necessary information and any that is missing.		receiving state ICPC office involved in the ICPC case. Both the 100A and 100B form the user is required to complete information on the sending or receiving state before being able to save the form.	
33-2	FACTS II will capture the data needed for, and will generate and pre-fill the required forms for, interstate placement activities under Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ), and Interstate Compact on Adoption and Medical Assistance (ICAMA).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II allows the user to indicate the sending and receiving state ICPC office involved in the ICPC case. Both the 100A and 100B form the user is required to complete information on the sending or receiving state before being able to save the form. FACTS II ICPC will be extended to support forms for Interstate Compact for Juveniles (ICJ), and Interstate Compact on Adoption and Medical Assistance (ICAMA).	Extensible – 160–172 hours
33-3	FACTS II will track court-ordered Requisitions for Interstate Compact for Juveniles (ICJ) and Interstate Compact on the Placement of Children (ICPC) Priority Motions and Orders.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II tracks court ordered Interstate Compact on the Placement of Children. FACTS II ICPC screens will be customized to meet the requirements of Interstate for Juveniles (ICJ).	Extensible – 160–172 hours
33-4	FACTS II will include the IEP and social history as part of the Interstate Compact packet of information. Other education information will be included if available. The information must be generated in hard copy using the appropriate standardized IC format. SACWIS I.A.2.(2)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II allows users to document social history as part of ICPC and ICPC 100 A and 100 B screens and forms will be extended to track IEP and other education information.	Extensible – 24–28 hours
33-5	FACTS II will provide an electronic process for Interstate Compact documentation exchange when it becomes available (packets and approvals), maintaining	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports generation of ICPC packets in electronic format that can be used to electronically exchange between states.	Out-of-the-box – 8–12 hours

Interstate Compact				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	confidentiality.			
33-6	FACTS II will include ticklers and alerts regarding interstate activities that need to be completed (e.g., 100A based on court orders).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II generates alerts to complete ICPC activities	Out-of-the-box – 8–12 hours
33-7	FACTS II will provide all standard reports required for the Interstate Compact on Placement of Children (ICPC) and Interstate Compact for Juveniles (ICJ).	1 - Must Have	Deloitte's proposed solution partially meets this requirement. Deloitte's FACTS II offers variety of reports and new reports will be added to report on ICPC and ICJ children	Extensible – 160–172 hours

Court and Legal (Child Welfare)

Court and Legal (Child Welfare)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
34-1	FACTS II will track compliance of AFCARS elements and ASFA timeframes for case compliance.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. In FACTS II AFCARS fields are highlighted with legend symbols to remind the user to complete these fields when possible. In addition, AFCARS validation screen provides workers a snapshot of AFCARS completed and missing data elements at Client level that can be used to complete missing data elements. FACTS II adoption and court module meets ASFA requirements to complete Adoption within FACTS II.	Out-of-the-box – 8–12 hours
34-2	FACTS II will provide substantiation case registry including registry, notification, appeal process timeframes, and removal from registry (will need associated ticklers and alerts).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II creates entry into Child protective registry when clients are substantiated and perpetrators have specific timeframes to appeal and on successful appeals entries are removed from Child protective registry.	Out-of-the-box – 8–12 hours
34-3	FACTS II will document in	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Court and Legal (Child Welfare)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	a manner that is readily accessible/viewable who has custody and when custody ends (not always current or accurate). Mandatory fields include petition date, custody hearing date, date custody awarded to DFS/YRS, and type of custody.		requirement. FACTS II's legal custody screen documents custody status, begin date and end date and is readily available for authorized users across programs	8–12 hours
34-4	FACTS II will permit recording of combined hearing types.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers court hearing module that allows users to record court hearing details. FACTS II can be extended to support combined court hearing type.	Configurable – 40–48 hours
34-5	When an appeal to a substantiated case registry entry is initiated and recorded in FACTS II, the system will automatically place the substantiated individual on hold to prevent "reporting out" until the appeal is resolved.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports suspension of Investigation until appeal is resolved. FACTS II clearance will be customized not to report out the individual until appeal is resolved	Extensible – 16–20 hours
34-6	FACTS II will track all specific legal activities associated with child proceedings related to custody starts and dispositions and reviews, and will alert users to upcoming events.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's court module allows worker to document legal activities associated with child proceedings that includes custody, court hearing, court orders, dispositions and reviews. FACTS II's court module is fully integrated with Alerts and Calendaring to notify the users with upcoming events	Out-of-the-box – 8–12 hours
34-7	FACTS II will record the receipt of a court disposition, will alert the user if it is not received within an appropriate time frame; and will have the capability to associate the physical court order to the FACTS II record.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's court module allows workers to document court disposition, integrated with scanning feature to scan, and associates the court order to FACTS II record in File Cabinet. FACTS II court module will be added with a new alert when dispositions are not received on specific time frame.	Configurable – 24–28 hours

Court and Legal (Child Welfare)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
34-8	FACTS II will generate specific court documents based upon information available in the system, such as: ex parte petitions, TPR petitions and summaries, and adoption petitions and summaries. (Note: court documents may vary across the three Delaware counties.)	2 – Could Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's court module supports documenting TPR, Adoption petitions and summaries and fully integrated with scanning capabilities to scan court orders into File cabinet.	Extensible – 80-88 hours

Court and Legal (Delinquency Proceedings)

Court and Legal (Delinquency Proceedings)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
35-1	FACTS II will provide data entry for children who are charged, but who are not yet adjudicated and are not active with any other division.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II children is maintained in a central location and workers with appropriate security can update children who are charged but who are not yet adjudicated and not active in other divisions	Out-of-the-box – 8–12 hours
35-2	FACTS II will track compliance with conditions of community supervision and highlight areas of non-compliance, regardless of program or service.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Service planning screen tracks services provided and compliance with conditions of community supervision and identify non-compliances across program.	Out-of-the-box – 8–12 hours
35-3	FACTS II will provide the verification of information during the community services intake of new and/or existing DSCYF cases for information in FACTS II as well as validation of data exchanged with external interfaces; for example:	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's Service planning screen documents intake of community services and Service log screen confirms the intake of services received. FACTS II will be extended to verify information	Extensible – 320-360 hours

Court and Legal (Delinquency Proceedings)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	COTS and eSchool Plus. SACWIS I.A.2.(2)		received from external interfaces to data available in FACTS II.	
35-4	FACTS II will generate and pre-fill specific forms for delinquency proceedings, such as: recommendation forms and violations of probation. (In some cases, providers will need the capability to initiate the generation of these forms.)	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. For all optional requirements, we have not provided estimated hours.	
35-5	FACTS II will track and record documentation related to pre- and post-adjudication proceedings, including disposition, court orders and reviews; alert users to upcoming events; and have the capability to associate the physical court documents to the record.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's court order screen allows users to record court orders, reviews and pre-and post adjudication proceedings. FACTS II supports automated scanning of court documents and associates the physical court documents to the record and scanned copy is automatically saved in to File cabinet.	Out-of-the-box – 8–12 hours

Service Implementation – Compliance and Quality Assurance

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-1	FACTS II will have the capacity to track and report on state and division policy driven and statutory related activities (including access to services requirements and quality standards (e.g., Medicaid, CMH, child welfare requirements, SAMHSA)).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II fully tracks state and division policy driven and statutory activities. FACTS II will be extended to report on State and division policy driven and statutory related activities	Extensible – 160–172 hours
36-2	FACTS II will provide collecting and	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	reporting AFCARS compliance data points (by child case, worker, supervisor, etc.) and provide the user with a mechanism to update/correct/complete data. Note: In all instances of federal reporting, FACTS II will provide all rules and procedures that are in effect at the time the functionality is scheduled to be implemented in FACTS II.		requirement. FACTS II provides AFCARS verification screen that lists AFCARS elements and missing information and allows workers to update/correct data in the appropriate screens. FACTS II transfers AFCARS reports and interface from FACES.NET which is federally assessed and will provide all rules and procedures that are in effect.	8–12 hours
36-3	FACTS II will be HIPAA compliant and HIPAA enabling.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II transferred from Washington D.C has successfully undergone a HIPAA audit for its implementation.	Out-of-the-box – 8–12 hours
36-4	FACTS II will have the capacity to document all Medicaid requirements (including Psych. 21 and community services)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports documenting key requirements of Medicaid that includes SSN, State Residency, Citizenship status, assets, income etc. FACTS II allows workers to document Medicaid information on the health screens. FACTS II is capable of extracting Targeted Case Management Service Events that can be claimed from Medicaid.	Out-of-the-box – 8–12 hours
36-5	FACTS II will provide the ability, based upon existing FACTS II data, to change quality assurance and compliance requirements as needed (within internal rules), without requiring additional programming (e.g. may add and/or change requirements to meet special contracts and grants, allowing for unique time limited data needs).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II can be configured to change quality assurance edits and time sensitive activities during the lifetime of a Case.	Configurable – 160–172 hours

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-6	FACTS II will provide compliance and quality assurance monitoring and reporting for vendors and contractors.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II tracks timeliness and compliance related to federally mandated AFCARS/NCANDS/NYTD data elements. FACTS II Quality assurance module will be added with new reports to monitor and report compliance for vendors and contractors	Extensible – 80-88 hours
36-7	FACTS II will have the ability to measure compliance and quality performance in multiple views (points in time, multiple levels of management, etc.) with identified performance standards.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II tracks timeliness and compliance related to federally mandated AFCARS/NCANDS/NYTD data elements. FACTS II Quality assurance module will be added with new reports with multiple views to monitor and report compliance for vendors and contractors	Extensible – 80-88 hours
36-8	FACTS II will provide an edit check capability on key compliance and quality assurance documentation at time of data entry for line staff, with active links to make revisions as necessary and indicated.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides Business rules that check compliance requirements on all screens and prompts users to make revisions as necessary and indicated	Out-of-the-box – 8–12 hours
36-9	FACTS II will provide reportable event incident tracking, including automatic notifications, compliance, monitoring, and documentation. This functionality will be available to all divisions.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II provides compliance monitoring through AFCARS, NCANDS checklist screens and automatic notifications through ticklers and alerts to all workers in the system regardless of their divisions. FACTS II will be extended to provide event incident reports and documentation of priority events along with their timeframes.	Extensible – 120–132 hours
36-10	FACTS II will provide quality assurance case/peer review functions. Some elements will be defined by program; others will be common across the department.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II offers admin case review functionality to review Cases and will be customized to meet the	Custom – 40–48 hours

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			requirements of all programs	
36-11	FACTS II will provide the storage of the data required to monitor statutory, regulatory, contractual, and funding source compliance requirements (includes historical storage and retrieval as necessary).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's centralized database will provide storage to save data required to required to monitor statutory, regulatory, contractual, and funding source compliance requirements	Out-of-the-box – 8–12 hours
36-12	FACTS II will allow users with appropriate authority to override business rules in the case of identified exceptions.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II approval allows authorized users to override decisions during exceptions	Configurable – 40–48 hours
36-13	FACTS II will have the capacity to define and track an ad hoc population and collect necessary information on the ad hoc group.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with features to create ad hoc population or person types and collect necessary information on that ad hoc type.	Custom – 80–88 hours
36-14	FACTS II will allow for ad hoc grouping that may be necessary for special assignments and projects.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with features to create ad hoc grouping required for special assignments and projects	Custom – 80–88 hours
36-15	FACTS II will provide the capability to collect and report on child or provider outcome data and compare with characteristics of other children who were successful with a given service.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II collects child and provider outcome data and can be compared with characteristics of other children whose service needs were successfully met. FACTS II will added with a new report that provide the comparison study of child and provider outcome data	Extensible – 40–48 hours
36-16	FACTS II will have the capacity of linking activities, identifying quantity of service, time, and costs for the purpose of determining service	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's workflow process links al activities within a Case/Referral/Provider/Client. FACTS II's service	Out-of-the-box – 8–12 hours

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	quality and outcomes.		log and purchase order screens identifies units of services provided, duration and cost.	
36-17	FACTS II will provide tracking and reporting on compliance with court orders and mandates.	1 - Must Have	FACTS II partially meets this requirement. FACTS II provides ability to track compliance on federally mandated AFCARS/NCANDS/NYTD data elements. FACTS II will be extended to report compliance on court orders and mandates.	Extensible – 80-88 hours
36-18	FACTS II will provide a set of protocols to respond to (collect necessary information in a pre-determined format with redactions, etc.) inquiries and requests for review by outside entities (i.e. Family Court, Child Placement Review Board, Office of Child Advocate).	1 - Must Have	FACTS II fully meets this requirement. FACTS II's security module allows authorized users to access information within and outside DSCYF. Deloitte will work with DSCYS staff to determine and establish protocols for inquiries and requests are made by outside agencies to collect information	Configurable – 40–48 hours
36-19	FACTS II will provide a capability for identifying quality assurance and compliance trends (both internal and external to the department) for policy development, training and staff development and contract management.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II records AFCARS/NCANDS data elements and timeliness in recording federally mandated data elements. FACTS II can report on timeliness and threshold compliance on federally mandated data elements. FACTS II QA module will be customized to generate compliance trend reports that can be used for policy development, training and staff development	Extensible – 80-88 hours
36-20	FACTS II will provide the tracking and documentation of corrective action plans for providers, programs, and facilities to include activities completed to resolve issues, tracking of required time lines, and recording the results of the corrective action plan.	1 - Must Have	Deloitte's FACTS II fully meets this requirement. FACTS II's provider module tracks and documents corrective action plans for providers, programs and facilities including actions taken to resolve issues, timelines and outcomes of corrective action plan	Out-of-the-box – 8–12 hours

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-21	FACTS II will guide, track, and document requests for, and the release of, any information covered by HIPAA requirements.	2 - Should Have	Deloitte's FACTS II partially meets this requirement. FACTS II's security framework ensures access and availability of confidential information is HIPAA compliant. FACTS II's security framework will be extended to track document requests and release of information covered by HIPAA requirements	Extensible – 160–172 hours
36-22	FACTS II will have the capability of generating and tracking random samples of children, families, records, or other entities, e.g. for case reviews or customer satisfaction surveys.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to add a new QA module that can generate random samples of children, families, records and other entities	Custom – 320–360 hours

Provider Management Requirements

Master Resource Listing, Service Matching and Program Admission

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
37-1	FACTS II will provide provider data using common data elements and formats across divisions.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II Master Resource Listing will be extended to support registry of providers using common data elements and formats across divisions.	Extensible – 40–48 hours
37-2	FACTS II will generate electronic referrals to appropriate programs of all children being referred. In Support of SACWIS I.A1.(1)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports creating referrals from Provider Incidents screen and institutional abuse referral from Hotline Report screen to generate electronic referrals to programs for all children involved.	Out-of-the-box – 8–12 hours

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
37-3	FACTS II will allow provider access to and automation of all provider records, whether or not provider is state or contractor managed, within confidentiality limits.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Security framework supports access to information within the system to state and contractor managed providers with appropriate security rights.	Out-of-the-box – 8–12 hours
37-4	FACTS II will allow workers to access all provider records and information and capabilities, whether or not provider is state or contractor managed, within confidentiality limits.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes security profile functionality to allow access to certain screens. All workers with the assigned security code will be allowed to access provider records and information as needed to perform their job appropriately.	Out-of-the-box – 8–12 hours
37-5	FACTS II will allow for gate keeping of services to manage finite capacity and budget.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II keeps track of all children placed with providers and prompts users when user tries to place a child exceeding the capacity. FACTS II will be extended to set budget caps for services offered by the provider	Extensible – 40–48 hours
37-6	FACTS II will provide a department wide, comprehensive resource directory, with standardized definitions of all direct and indirect services including levels of state run and contracted residential and non-residential care (currently the service master). There must be a link from the resource directory to contracts and contract amendments.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports Available Service functionality which links services with non contracted providers. In addition, the proposed solution also offers linking core and noncore services with contracted provider with amendments on the contract.	Out-of-the-box – 8–12 hours
37-7	FACTS II will provide access to a glossary of service terms, precisely describing services and service type characteristics, and provide a link directly to the resource	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides Resource Directory functionality that captures service preferences of the provider. Service Taxonomy maintains glossary of services	Out-of-the-box – 8–12 hours

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	directory contract.		offered by provider and available services/contract screen maintain the link between services and provider.	
37-8	FACTS II will provide the detailed level of identification of services, distinguishable by different types of services.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Service Taxonomy functionality maintains and tracks different types of services with level of care offered by the provider.	Configurable – 24–28 hours
37-9	FACTS II will provide a centralized inventory of all placement providers (to include out-of-state contractors) and clearly identify them as IV-E eligible/non-eligible settings, with flexibility to easily update the Federal versus non-federal status.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides centralized master resource listing that provides inventory of placement providers. FACTS II IVE eligibility determines a provider to be IVE eligible/ineligible based on type of service provided and licensing status.	Out-of-the-box – 8–12 hours
37-10	FACTS II will provide search functions and availability of all relevant and available services, both direct and indirect (i.e., contracted and non-contracted) as related to the service plan that is generated with and by the family.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes Provider search functionality that supports specialized search functions to identify provider for services associated to service plans.	Out-of-the-box – 8–12 hours
37-11	FACTS II will allow assessments and service plans to filter the list of resources that provide identified services.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes Provider search functionality that supports specialized search functions to identify provider for services associated to service plans.	Out-of-the-box – 8–12 hours
37-12	FACTS II will provide the use of multiple filters when searching resources, only returning eligible providers that meet the client and/or family needs.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes Provider search functionality in Placement, Service Log, Service Plan screen to support specialized search functions to identify provider for services that meet the client and/or family needs.	Out-of-the-box – 8–12 hours

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
37-13	FACTS II must provide service utilization details from providers (e.g., HIPAA compliant Medicaid information exchange).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes Placement and Services Recipients functionality to provide a complete history of children who have received services from a provider. Workers can view a list of children currently and previously placed in the home, facility, or placement agency.	Out-of-the-box – 8–12 hours
37-14	FACTS II will provide real-time tracking of program-funded service availability (i.e., capacity, current enrollment/census, number of referrals, waiting list, and date of next bed availability). <i>SACWIS I.A1.(1)</i>	2 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides Realtime capacity tracking functionality via the Placement screen. The solution currently tracks referrals from placement recommendation and waitlist screens. FACTS II will implement a new feature to capture date of next bed availability.	Configurable – 16–20 hours
37-15	FACTS II will provide multiple and flexible, rule-based levels of review and approval of service requests.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses approval functionality on several screens including the Master Resource Listing, licensing, Service Log, etc. An approval can be 1 tiered and 2 tiered depending on the function of the screen.	Configurable – 24–28 hours
37-16	FACTS II will provide recording of requests, approvals and purchases of services across multiple funding sources.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. All services are reimbursed through a purchase order process in which the Provider request for reimbursement of services provided. FACTS II contains a service taxonomy housing a list of services and their associated funding sources. Several services are reimbursable, to a certain percentage, by the federal government. Other service reimbursements must use state funds. FACTS II also contains Service Log and Purchase Order functionality that automatically determines the	Out-of-the-box – 8–12 hours

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			funding source of selected services. This funding source can be manually overridden by the worker if necessary.	
37-17	FACTS II will provide verification of units of services received versus billed.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to produce detail accounts on units of services located on the Service Log, Purchase Order, and Disbursement screens. This data can then be used to produce a report showing differences between units of services received versus billed.	Custom – 320–360 hours
37-18	FACTS II will provide for the in-house maintenance of the resource directory.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows system workers to maintain an up to date resource directory.	Out-of-the-box – 8–12 hours
37-19	FACTS II will provide notification to appropriate staff of significant changes to resources including beginning, stopping, suspensions, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes alert functionality to notify the appropriate staff of events such as Provider License denial, revocation, expiration, institutional abuse, etc. This functionality is configurable to include more alerts as directed by policy or the Department.	Configurable – 24–28 hours
37-20	FACTS II will provide provider and FACTS II census reconciliation.	2- Should Have	Deloitte's proposed FACTS II partially meets this requirement. Deloitte's proposed FACTS II will be extended to add census reconciliation to the provider report.	Extensible – 40–48 hours
37-21	FACTS II will link to provider and service to establish foster care setting.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently links providers to the services they provide. This functionality allows workers and the system to determine those providers that are suited for Foster Care. The Master Resource Listing contains a place for Providers to acknowledge their preferences on special needs in terms of what kind	Out-of-the-box – 8–12 hours

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			of child they are and are not willing to accept.	
37-22	FACTS II will provide automatic case attributes and event workflow when certain events occur.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports configurable Alerts to align with Department needs on notifying correct parties when certain events occur.	Configurable – 24–28 hours
37-23	FACTS II will provide unique provider or service types and relationships (e.g., relative, non-relative, pre-adoptive, Div. of Developmental Disabilities Services).	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Master Resource Listing functionality that provides unique provider/service types and relationships.	Extensible – 24–28 hours
37-24	FACTS II will record contract "Dimensions" ratings (levels of restrictiveness, supervision, staffing) and upgrades to qualifications as applicable to licensure and approval of entities.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
37-25	FACTS II will provide mixing information (demographic and presenting problems) using data from the census when searching and selecting providers for placement, consistent with state law.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's provider search functionality provides the user a means to search for providers based on needs met for child placement. All providers preferences are recorded on the Master Resource listing services provided tab. These criteria are then used as a filter when the user searches for a particular type of provider for child placement.	Out-of-the-box – 8–12 hours
37-26	FACTS II will require providers to enter attendance, progress reports, billing data, and case-specific deliverables (e.g. psych reports, plan for child in care). The method for provider access may be via a secure web portal or direct access to the application.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be extended to provide an online Provider web portal functionality that allows providers to enter in data for detention centers and day care facilities.	Custom – 480–520 hours

Provider, Resource, and Facility Approval, Credentialing, and Training

Provider, Resource, and Facility Approval, Credentialing, and Training					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
38-1	FACTS II will fully support DELAWARE licensing standards; record compliance requirements, provide alerts to the contract and licensing staff, and support the recording, collecting and appropriate dissemination of criminal histories for all child connected staff.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II licensing screen contains criminal history information on the Provider. FACTS II uses alert functionality to inform appropriate staff of license expiration. The solution will be extended to create a new alert to inform staff when criminal information is logged for a Provider.	Extensible – 32–40 hours	
38-2	FACTS II will maintain an updated and current list of services and licenses (credentialing).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II retains all service and license information for a provider in the licensing and available services screen.	Out-of-the-box – 8–12 hours	
38-3	FACTS II will unify/simplify the capture and sharing of licensing, credentialing, and approval of entities and will provide the capture of licensure and other pertinent information (like accreditation and legal) for in-state and out of state facilities.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes current Provider licensing functionality that is configurable to sharing of licensing credentials based on the State of Delaware requirements.	Configurable – 24–28 hours	
38-4	FACTS II will provide network/contract and non-contract providers (network language specific to DPBH).	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes current Provider network functionality that is configurable to contract and non-contract providers.	Configurable – 10–14 hours	
38-5	FACTS II will ensure that when a provider name changes in one component of the system, it is changed throughout, when	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II links all data about a provider to one	Out-of-the-box – 8–12 hours	

Provider, Resource, and Facility Approval, Credentialing, and Training					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	required.		record. If a change is made to that record in one screen, a different screen will reflect the change because it is reading and displaying from the same central provider record.		
38-6	FACTS II must support notification of critical events to workers, program managers, fiscal staff, and other assigned staff of all children in the setting.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II generates alerts to workers and associated staff to notify a change or critical event has taken place in their assigned case.	Out-of-the-box – 8–12 hours	
38-7	FACTS II will allow service providers to access and/or to exchange data with, in various manners compliant with Federal electronic health record regulations, the system in order to record information associated with service provision and monitoring (e.g. referrals, notes, treatment plans, critical incidents, attendance, etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has functionality that allows appropriate providers to exchange data with the system in an effort to record all information associated with provisions and monitoring. The FACTS II is fully HIPA compliant.	Out-of-the-box – 8–12 hours	
38-8	FACTS II will allow vendors and contractors to have an ongoing view of compliance and quality assurance for their specific contract requirements and drill down to details regarding each requirement.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will extend the functionality of the current Contract Monitoring screen to create a link between vendors/contractors to their contracts and allow contract details to be available for both.	Extensible – 40–48 hours	
38-9	FACTS II will support real-time standardized incident reporting and information sharing including reports on children under DSCYF supervision.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes both Referral and Provider Incident screens to gather standardized incident data. The collecting of this data allows accurate reporting on children under DSCYF supervision to be created.	Out-of-the-box – 8–12 hours	33
38-10	FACTS II will be able to notify workers (and others as needed) of potential contractor/vendor red flags at time of service planning.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes alert functionality to notify workers	Configurable – 24–28 hours	

Provider, Resource, and Facility Approval, Credentialing, and Training					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	Workers should also be alerted to positive changes (e.g., addition of Spanish-speaking staff).		of changes to a contractor or vendor. This system generated alerts are configurable to adhere to the guidelines set by the Department.		
38-11	FACTS II will be capable of recording inquiries regarding becoming a licensed child care provider or other resource.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II recruitment functionality allows a potential provider to contact a worker and the worker to record an inquiry made by the potential provider on becoming a licensed child care provider.	Out-of-the-box – 8–12 hours	
38-12	FACTS II will include individual staff and their credentialing information (with limited access as appropriate for providers to enter directly).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes security profile functionality to authenticate and authorize a user based on credentials provided.	Out-of-the-box – 8–12 hours	
38-13	FACTS II will provide a cross reference for common AKAs or nicknames of resources against the licensed contract name of the resources to facilitate searching.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II's Provider search functionality will be extended to include search capability that identifies common AKAs or nicknames of resources against licensed contract names	Extensible – 120–132 hours	
38-14	FACTS II will provide the capacity to capture data from assessments completed by providers and provide capability for department staff to rate quality.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II's Quality Assurance module will be customized to include a new screen with the ability to capture data from assessments completed by providers and provide capability for department staff to rate quality.	Custom – 80–88 hours	
38-15	FACTS II will provide recording of all provider contact schedule monitoring, licensing actions and facility visitation information.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Provider module contains a Contact screen that houses provider contact schedule monitoring functionality. The solution also contains a licensing screen which allows the worker to approve, deny, revoke, etc. a Provider license. The Home	Out-of-the-box – 8–12 hours	

Provider, Resource, and Facility Approval, Credentialing, and Training					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
			Study screen documents facility visitation information.		
38-16	FACTS II will provide a Training Management Module including: master list of courses/trainings, schedules, the ability to alert DSCYF staff to monitor required trainings for resources/providers (annual and/or mandatory) rosters, renewals, financial reimbursements, and detailed reporting etc.; by entity; tracking registration, training rosters of attended classes, etc. by trainer and trainee.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II contains a Training Module with the ability to document training information such as rosters, renewals, financial reimbursements, etc. The module also includes a list of trainings a Provider can take and the times and locations when they are offered.	Out-of-the-box – 8–12 hours	
38-17	FACTS II will record the type of facility (example Juvenile Justice, Medical, Psych under 21) if facility is not a foster care facility. (Cost recovery)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes the centralized Master Resource Listing directory functionality to document facilities associated with each Provider	Configurable – 8–12 hours	
38-18	FACTS II will record specific information identifying which facilities provide Foster Care (as defined in 45 CFR1355.20), which are approved or licensed, and which are Medicaid or IV-E reimbursable (Cost recovery), identifying the Medicaid service, and AFCARS reportable.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes the centralized Master Resource Listing directory functionality to document facilities associated with each Provider. The provider's information is documented using Available services, type of home the provider identifies as being and associated contracts via the Contract module.	Configurable – 20–24 hours	
38-19	FACTS II will provide crosswalk between an entity (foster parents, child care licensed facilities and other state facilities) and the Office of Institutional Abuse to facilitate standard investigations of licensed facilities involved in complaints,	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes the central registry of Providers on via the Master Resource Listing to maintain a link and crosswalk between an entity and the Office of Institutional Abuse.	Out-of-the-box – 8–12 hours	

Provider, Resource, and Facility Approval, Credentialing, and Training					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
	findings, institutional abuse, etc.				
38-20	FACTS II will allow for documentation of shared funding agreements and prevent duplicate service authorizations across Divisions and funding sources.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will customize current funding source functionality to document shared funding agreements across funding sources and divisions.	Custom – 80–88 hours	

Foster and Adoptive Parent Recruitment, Approval and Training

Foster and Adoptive Parent Recruitment, Approval and Training					
RFP #	Requirement Description	Priority	How Met	Est. Hours	
39-1	FACTS II will track orientation/informational meeting attendance and application return.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Provider module contains a Recruitment screen for tracking all inquiry, application, orientation information for potential providers.	Out-of-the-box – 8–12 hours	
39-2	FACTS II will automatically generate invitation letter and appropriate information packet, tracking dates of response to inquiries for potential foster parent recruitment.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Foster/Adoptive Recruitment functionality that allows automatic generation of an invitation letter and appropriate information packets for potential providers.	Extensible – 32–40 hours	
39-3	FACTS II will track the steps of the foster and adoptive parent recruitment process, including the referral source. SACWIS I.A1.(1)	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Provider module contains a recruitment screen that tracks all steps of the recruitment process from inquiry, application, orientation, through training.	Out-of-the-box – 8–12 hours	
39-4	FACTS II will track reasons why potential foster/adoptive parents	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement.	Out-of-the-box – 8–12 hours	

Foster and Adoptive Parent Recruitment, Approval and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	drop out.		The FACTS II recruitment screen has a freeform box for workers to input reasons for providers drop out (opted out).	
39-5	FACTS II will capture and generate agreements that contain the established services that will be provided by both the foster/adoptive parents and the state.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Foster/Adoptive Recruitment functionality that capture and generate agreements by both the foster/adoptive parents and the state.	Extensible – 32–40 hours
39-6	FACTS II will provide the documentation of the approval process and standards (i.e. home study, background screening, health, fire, etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has all associated documentation of the approval processes used for providers. This documentation is available to all providers and workers alike. FACTS II uses the Home Study functionality as well as the checklists under the licensing screen to verify the Provider's credentials and qualifications.	Out-of-the-box – 8–12 hours
39-7	FACTS II will provide an on-line home-study format to be used by state and private agencies that satisfies Office of Child Care Licensing (DELACARE). This format will have the ability to pre-populate known fields from the FACTS II database.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II utilizes current Home-Study functionality that is configurable to format changes need by the Office of Child Care Licensing.	Extensible – 40–48 hours
39-8	FACTS II will track approval process and key information of non-state agencies (meeting DELACARE standards). Take existing FACTS registration form that is currently faxed into DFS and make it available to complete on line by non-state agencies. Clarify the effective date. Continue current	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Foster/Adoptive Recruitment module will be extended with a new feature that tracks approval process and key information and allows for the completion of registration forms by non-state agencies.	Custom – 40–48 hours

Foster and Adoptive Parent Recruitment, Approval and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	tracking of state process in FACTS.			
39-9	FACTS II will provide criminal history unit functions pertaining to background checks, suitability determinations, and ongoing criminal activity and child maltreatment reports, consistent with confidentiality requirements.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports background check functionality via the licensing screen. FACTS II Referral module will be extended to store information on institutional abuse and other related incidents.	Extensible – 40–48 hours
39-10	FACTS II will provide approval process for foster care payments including Governor's Task Force (GTF) payments at various levels, with the ability to make exceptions to agreements manually.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses approval functionality via the Payment and subsidy screens where an approval is necessary to validate and send out a payment.	Out-of-the-box – 8–12 hours
39-11	FACTS II will track standards violations/complaints in addition to abuse/neglect (i.e., standards/regulations).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses the licensing and incident screen to document violations and their resulting in revoking or denying a license.	Out-of-the-box – 8–12 hours
39-12	FACTS II will provide an electronic transfer of information and photos to the adoption exchange if available.	2 - Should Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II houses all transferred information associated with an adoption exchange.	Out-of-the-box – 8–12 hours
39-13	FACTS II will maintain, for foster parents, current enrollment, attendance, calendar (within specified date ranges), and training tracking system per person.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II maintains information on each provider, foster parents included, in the system for training and tracking purposes.	Out-of-the-box – 8–12 hours

Foster and Adoptive Parent Recruitment, Approval and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
39-14	FACTS II will provide searches of foster homes that identify a level of care and the capacity/census/vacancies (and other appropriate criteria) to facilitate matching for placement.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes provider search functionality to allow the user to search for a matching placement within the pool of foster homes with a level of care and capacity vacancies.	Out-of-the-box – 8–12 hours
39-15	FACTS II will provide the identification of foster/adoptive parents as relatives or child-specific home.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses the Type of Home field on the Master Resource Listing to identify a provider as Foster/Adoptive, child specific home, or otherwise.	Out-of-the-box – 8–12 hours
39-16	FACTS II will provide a linkage between pre and post adoption case records that connects the information according to AFCARS requirements (e.g., placement history, medical history, etc).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently contains a backend linkage between adoption case records. This linkage is not visible to the worker once the child has been adopted in order to maintain confidential and a new associated identity.	Out-of-the-box – 8–12 hours
39-17	FACTS II will support the subsidy assistance, renewal and agreement processes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes the Adoption Subside Agreement screen to record the renewal and agreement of adoption subsidy assistance.	Out-of-the-box – 8–12 hours

Contract Management

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
40-1	FACTS II will contain a Contracts Management module to track routing, approvals and the progress/status of RFPs, Waiver to	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Contract Management module will be added with a new feature that provides a means to	Custom – 160–176 hours

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	issue RFP (for sole source,) Invitation To Bid (ITB), etc. processes to identify what stage in the process has been completed or is yet to be done. The Contracts Management Module will provide information (on-line views) of the RFP schedule, processing, tracking, including business rules governing payment amounts. It will include the capability of recording all potential vendors who attend a Bidder's Conference in response to an RFP. The module will be viewable by all DSCYF staff, and by providers with appropriate clearance and will link the RFP to the finalized contract/services.		track routing, approvals and status of RFPs and associated documents as specified by the requirement.	
40-2	FACTS II will provide an automated contract development process to produce the contract and all supporting attachments (boiler plate, amendments, budgets etc.) with full view, search capacity, export e-mail, print, etc. and to track routing and contract approval process.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Contract Management module will be added with a new feature that provides an automated contract development process as specified by the requirement.	Custom – 80–88 hours
40-3	FACTS II will provide a prompt for the automated activation of approved contracts/non-contract agreements on specified start dates and deactivate expired contracts on specified end dates. Notifications will be sent to involved parties.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II will require the creation of a new alert to notify all involved parties of automated activations and deactivations (expired contracts).	Configurable – 16–20 hours
40-4	FACTS II will provide the maintenance of a detailed historical summary of all executed contracts,	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement.	Custom – 120-132 hours

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	including the reasons for contract termination, a history of corrective actions, aliases, and remedies.		FACTS II will be customized to create a new Contract History screen to document reasons for contract termination, actions, aliases, and remedies.	
40-5	FACTS II will provide a contract monitoring function that includes documentation and differentiation of monitoring activities related to services/ rates/requirements, performance, corrective actions (responses), incident reports, reason for termination, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses the Contract monitoring screen to document monitoring activities related to services and their rates. The solution also contains a corrective action screen that allows the documenting of any correction action associated with the Provider.	Out-of-the-box – 8–12 hours
40-6	FACTS II will provide functionality to manage, including start and stop dates, corporate entities, subsidiaries, locations, personnel credentials, contracts, aliases and their associations.	1 - Must Have	Deloitte's proposed FACTS II does not meet this requirement. FACTS II will be customized to have a new Contracts screen to allow the worker to manage start and stop dates, corporate entities, subsidiaries, locations, personnel credentials, contracts, aliases and their associations with associated providers.	Custom – 24–28 hours
40-7	FACTS II will provide the preparation and ongoing monitoring of various types of contracts (including all foster parent agreements and adoption assistance agreements) and payment types (i.e., line item, line item/per diem, purchase of service, etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently contains a Contract Module that houses all preparation and ongoing monitoring of contracts and payment types.	Out-of-the-box – 8–12 hours
40-8	FACTS II will provide all agreement types: non-contract agreements; client services/direct service contracts; consultant; non-direct; non-contracted state-run facilities.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses current Contract Module to record all contracted and non contracted services.	Out-of-the-box – 8–12 hours
40-9	FACTS II will capture all licensure/certification/accreditation/ taxonomy information on all service	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Contract Management module will be	Custom – 64–76 hours

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	contracts and/or entities.		added with a new feature that captures and stores capture all licensure/certification/accreditation/taxonomy information.	
40-10	FACTS II will provide various methods of invoicing by vendors (i.e., electronic, Foster Care Board run, or manual).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes Payment batch functionality to provide various methods of invoicing. Payment batch is split into county paid, state paid, demand payments, etc.	Out-of-the-box – 8–12 hours
40-11	FACTS II will provide electronic submissions of responses to RFPs.	3 - Could Have	Deloitte understands that this requirement is an optional requirement and not required to be delivered as part of FACTS II. Since this is an optional requirement, we have not provided estimated hours.	
40-12	FACTS II will provide payment processing and service data entry on inactive contracts for services provided during the active contract period, provided the contract was previously active.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Payment batch functionality provides the contract payment processing.	Out-of-the-box – 8–12 hours
40-13	FACTS II will provide an entity search by contract number.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II contains a means to search contracts by contract number and other associated data.	Out-of-the-box – 8–12 hours
40-14	FACTS II will provide search functionality within specific contract documents, such as MSWord "Find" "Key Word" functionality, as well as searching for a type of contract or service.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Contract Management module will be added with a new feature that provides search functionality within specific contract documents.	Custom – 40–48 hours
40-15	FACTS II will require that the registered provider name, including subcontractors, must match and associate the name on contract/License/agreement/contrac	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to include a new feature in the contract module that ensures the matching up provider names across all modules and screens.	Custom – 8 hours

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	t #/SSN/Tax ID.			
40-16	FACTS II will provide a link between vendor service record in the payment module and licensing section to verify the licensure for services provided is appropriate and active. If licensure and service do not match, an alert will be generated and payment with Client Trust Account Funds and/or IV-E funds will not be allowed. The system would make payment with State funds.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II verifies when a payment is being made that the Provider in question has a valid license and that services are stamped appropriately.	Out-of-the-box – 8–12 hours
40-17	FACTS II will provide the storage of one or more email addresses for providers that can be used to generate a new email addressed to the provider, via an interface with the State's email system.	2 - Should Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will extend Master Resource Listing functionality to provide the storage of one or more email addresses for providers.	Extensible – 8–12 hours
40-18	FACTS II will provide maintenance capability to the tables of providers and related tables such that duplicate providers can easily be removed by DSCYF staff. FACTS II will provide maintenance of contract management database tables by authorized DSCYF staff.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II contains a global search functionality prior to the creation of a provider to ensure duplicate providers are not made in the system. If duplicates are made the worker is urged to use the Provider closure functionality to remove the duplicate.	Out-of-the-box – 8–12 hours
40-19	FACTS II will provide automated contract update for renewal or separate contract with same vendor. This will include updating headers, footers, and other relevant information (Event copy with edit features for all contract docs.).	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will customize the current Contract Module with a new feature to automate contract renewal by extending an existing contract.	Custom -160 hours
40-20	FACTS II will be able to store an	2 - Should Have	Deloitte's proposed FACTS II partially meets this	Extensible – 80-

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	electronic copy of the contract signature page as well as the ability to print a paper copy of the contract signature page.		requirement. FACTS II will extend File Cabinet functionality to include a method in which to store an electronic copy of the contract signature page as well as the ability to print a paper copy of the contract signature page.	88 hours
40-21	FACTS II will provide the capability to record and maintain data for contracted equipment such as electronic monitoring devices	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II's Contract Module will be customized with a new feature to include the ability to record and maintain data for contracted equipment such as electronic monitoring devices.	Custom – 88–96 hours

Financial Management Requirements

Cost Accounting by Program and Child

Cost Accounting by Program and Child				
RFP #	Requirement Description	Priority	How Met	Est. Hours
41-1	FACTS II will provide cost accounting by child (including support services).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes current client account functionality that is configurable to record funds deposited, processing of disbursements, and other common transactions for one of more client accounts on behalf of each of the children of its custody.	Configurable – 16–20 hours
41-2	FACTS II will have an integrated procurement and client payment processing system that connects the client-specific requisitions, authorizations, payables, vouchers, and services delivered.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II current functionality integrates payment processing, disbursement requests, vouchers, and processes like credit, debit, and interest. This functionality is configurable to integrate client-specific requisitions as seen fit by the Department.	Configurable – 20–24 hours

Cost Accounting by Program and Child				
RFP #	Requirement Description	Priority	How Met	Est. Hours
41-3	FACTS II will be able to account for non-contract expenditures at the local level.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Accounts Payable module houses a Non-Contract service invoice page that is configurable to all non-contract expenditures at the local level as specified in the requirement.	Configurable – 10–14 hours
41-4	FACTS II must support manual overrides of service authorizations and payments, and allow for the documenting of the override.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II currently has manual override functionality for automatic cost allocation for payments. This functionality can be extended to incorporate elements that are not part of FACTS II including manual overrides of service authorizations and payments, and documenting of the override.	Extensible – 36–44 hours
41-5	FACTS II will provide recording and authorization of non-automated billing.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows for the recording of manual, non-automated billing through the payment voucher functionality in the Fin Admin module that is configurable to meet all Department standards.	Configurable – 18–24 hours
41-6	FACTS II will provide tracking of cost when services provided are paid or subsidized by a third party.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides billing of third party carriers and insurance information. This functionality is configurable to track services provided paid or subsidized by a third party.	Configurable – 20–24 hours
41-7	FACTS II will automatically calculate the SACWIS ongoing maintenance cost allocation formula, based on the percentage of unduplicated children served in the Department who received any service from a IV-B or IV-E funded program during the period for which data are requested, regardless of	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte will work with the Delaware FACTS II team to build a screen and backend functionality that can automatically calculate ongoing maintenance cost allocation formula. FACTS II already contains a means to gather information on unduplicated children that currently receive or received services from IV-B	Custom – 50–58 hours

Cost Accounting by Program and Child				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	the child's individual eligibility/claimability.		or IV-E funded programs. The solution also keeps track of the individual eligibility of a child. Fusing these two pieces of information together to will allow FACTS II to calculate the ongoing maintenance cost allocation.	

Client Service Payments – Accounts Payable

Client Service Payments – Accounts Payable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
42-1	FACTS II will provide rules based, table driven payment processes.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers a number of options for payment generation, including: Automated generation of payment documents, Manual generation of payment documents, Automated generation of make-up payments and Automated generation of invoices.	Configurable – 16–20 hours
42-2	FACTS II will have a flexible accounting/cost tracking system that can manage a wide range of requirements. (e.g., is not hard coded.)	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Payable will be added with a new feature that supports having a flexible accounting/cost tracking system.	Custom – 64–76 hours
42-3	FACTS II will provide on-line billing functionality by providers compliant with IV-E, HIPAA and Medicaid.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Provider Online functionality that will allow on-line billing capability.	Extensible – 32–40 hours
42-4	FACTS II will create billing records across divisions for all providers, including Medicaid billable, compliant with HIPAA and Medicaid rules and regulations.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II currently creates billing records to internal divisions. This functionality can be extensible to include billing records across all divisions for all	Extensible – 40–48 hours

Client Service Payments – Accounts Payable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			providers.	
42-5	FACTS II will provide a process for authorizing Foster Care board payments and Adoption payments, compliant with IV-E.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently has a process for addressing and paying Foster Care board payments and Adoption payments via the Accounts Payable module and payment batch. There are several payment batches that cater to a specific payments such as Adoption Subsidy and Foster Care board payments.	Out-of-the-box – 8–12 hours
42-6	FACTS II will automate all required foster care and adoption assistance board payments. Adoption payment approvals / electronic forms in FACTS II will be maintained separately from foster care data, and accessible only to the adoption unit.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes Adoption payment batch functionality to pay providers accordingly. FACTS II security frame work outlines adoption data.	Out-of-the-box – 8–12 hours
42-7	FACTS II will be able to facilitate direct deposit payments to providers (incl. foster payments).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Payable will be added with a new feature that supports the ability to facilitate direct deposit payments to providers via currently instituted payment methods such as EBT or EFT.	Custom – 160–176 hours
42-8	FACTS II will provide the merge and/or maintenance of payment records by person, ALWAYS maintaining the adoption firewall to maintain confidentiality.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports the maintenance of payments through our payment modules. FACTS II supports the separation and maintenance of confidentiality between bio cases and adoption cases. FACTS II will work with DSCYF to implement merging financial records.	Extensible – 80–88 hours
42-9	FACTS II will provide client payment "look-ups" for workers and	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has the capability to search	Configurable – 40–48 hours

Client Service Payments – Accounts Payable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	providers to view provider, children, amount and time in services, date check mailed, etc.		payments and view provider detailed information associated with the payments made. This functionality can be configurable to include more details as specified by the Department.	
42-10	FACTS II will provide paper or electronic mailing of remittance advice statement details on child, using services rendered, time or units of service, amounts, etc. or an electronic file for larger providers.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Payable will be added with a new feature that provides paper or electronic mailing of remittance advice statement details as specified by the Department.	Custom – 80–88 hours
42-11	FACTS II will have unique identifier rules to prevent multiple billings, duplicate billings, inconsistent billings, etc.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II capabilities currently contain a means to stamp a payment as unique and therefore prevent duplicate billings.	Out-of-the-box – 8–12 hours
42-12	FACTS II will provide retroactive claim calculations and adjustments.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Payable will be added with a new feature that provides retroactive claim calculations and adjustments.	Custom – 320–360 hours
42-13	FACTS II will provide modifications to the Client Payment Accounting (CPA) system.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will provide transaction details for all payments made from FACTS II to CPA through an Interface	Custom – 320–360 hours
42-14	FACTS II will provide the requests and approvals for flexible funding for support services, (e.g. DFS non-contracted service funding request process and service integration fund process).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently has a means to link funding source to the transaction taking place. This functionality is configurable to include flexible funding for support services.	Configurable – 24–28 hours
42-15	FACTS II will provide the coordination of insurance benefits, including: detailed documentation of payments; collection of	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Payable will be added with a new feature that supports the coordination of insurance	Custom – 480–520 hours

Client Service Payments – Accounts Payable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	information; maintenance (updating and changing info); using that information for billing purposes for co-payments; and for verifying amounts payable to service providers by private insurance.		benefits, their detailed documentation of payments; collection of information; maintenance (updating and changing info); using that information for billing purposes for co-payments; and for verifying amounts payable to service providers by private insurance.	

Trust Accounts and Contributions and Accounts Receivable

Trust Accounts and Contributions and Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
43-1	FACTS II will provide a trust account financial management table (soft-coded) in FACTS II to manage the allocation of SSA, SSI and child support payments to IV-E.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently contains financial management table to manage allocation of all federally support payments such as SSA, SSI, and IV-E.	Out-of-the-box – 8–12 hours
43-2	FACTS II will provide appropriate and flexible utilization of multiple funding sources across divisions and programs.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently has a means to link funding source to the transaction taking place. This functionality is configurable to include multiple funding sources across divisions.	Configurable – 24–28 hours
43-3	FACTS II will provide the identification of child-specific donations discretely identified in trust accounts (there are differential utilization rules for child-specific donations).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports the identification of child-specific donations that are identified in trust accounts.	Custom – 56–64 hours
43-4	FACTS II will identify contributions or donations and how the funds were expended (e.g. donation to take youth to State Fair and the	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports indentifying contributions	Custom – 56–64 hours

Trust Accounts and Contributions and Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	number of children that attended.)		or donations to a third party vendor and how those funds were expended.	
43-5	FACTS II will identify sources of funds and keep YRS trust funds completely separate from DFS accounts, even if the same child crosses over programs.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently keeps trust funds separate even for the same child across programs. This functionality is configurable to meet the needs specified by the Department.	Configurable – 24–28 hours
43-6	FACTS II will generate payments for residential, non-residential, and all support services for YRS, DPBHS, and DFS clients who do not have trust accounts or are not IV-E eligible.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II generates payments for all support services irrespective of the client having trust accounts or being IV-E eligible.	Out-of-the-box – 8–12 hours
43-7	FACTS II will provide easy and streamlined post corrections retroactively for payments. FACTS II will automatically calculate and adjust claims, and post to child's record.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently accounts receivable functionality to allow the posting of corrections for retroactive payments and claim adjustments.	Out-of-the-box – 8–12 hours
43-8	FACTS II will provide seamless views of financial data—client payment "look ups,"—easy searches of financial information for workers and providers, including trust accounts, based on client name and PID; display IV-E and Medicaid eligibility; rules-based queries based on client resources and resource utilization rules. The look up should include: provider, child, payment amount, length of time in placement, date check mailed, etc.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Accounts Receivable functionality that allows through searches of financial information as specified by the Department.	Extensible – 56–64 hours
43-9	FACTS II will include the capability	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Configurable –

Trust Accounts and Contributions and Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	to manipulate the data (e.g. view only and/or export reports into Excel).		requirement. FACTS II captures financial data and exports findings to reports as specified by the department. This functionality is configurable to include reports for the State of Delaware as specified by policy.	24–28 hours
43-10	FACTS II will create automated accounting documents (budget journals and budget transfers) for YRS youth who work in facilities into the trust accounts, including payment vouchers (to court or youth) whenever YRS indicates that the earnings go to restitution or aftercare.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports the creation of automated accounting documents for YRS youth such as payment vouchers to court/youth.	Custom – 64–76 hours
43-11	FACTS II will generate a monthly statement that reflects all trust account balances for accountant to monitor (e.g., over \$2000-SSA-remitted to SSA; over \$2000-Child Support-spend down next month).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports generation of monthly statements reflecting all trust account balances.	Custom – 48–56 hours
43-12	FACTS II will generate payments for client contractual services' providers using a variety of funding sources and rates, either programmed in and/or with the ability for accounting staff to enter in data.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Accounts Receivable functionality that allows the generation of payments for client contractual services' providers.	Extensible 32–40 hours
43-13	FACTS II will produce a monthly Trust Account reconciliation with account balances by child, with deposited interest pro-rated to each child's active account based on when interest statement is received. Includes ability to generate cash receipt documents	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature will produce a monthly Trust Account reconciliation to reconcile monies as specified by the Department.	Custom – 48–56 hours

Trust Accounts and Contributions and Accounts Receivable

RFP #	Requirement Description	Priority	How Met	Est. Hours
	for individual trust account deposits.			

Medicaid and CHIP Billing/Accounts Receivable

Medicaid and CHIP Billing/Accounts Receivable

RFP #	Requirement Description	Priority	How Met	Est. Hours
44-1	FACTS II will provide the automation of a uniform set of eligibility criteria for services, benefits, programs and facilities and record decisions.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently houses a set of eligibility criteria for IV-E, EA, TANF/Title XX/WRTI, etc.	Out-of-the-box – 8–12 hours
44-2	FACTS II will identify Child Health Insurance Program claims separately from Medicaid claims.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that identifies identify Child Health Insurance Program claims.	Custom – 80–88 hours
44-3	FACTS II will automate the linkage between a finding and redeterminations of medical/clinical necessity and the Medicaid/CHIP claim.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports linkage between finding and re-determining medical/clinical necessity and the Medicaid/CHIP claim.	Custom – 56–64 hours
44-4	FACTS II will provide a funding rules table to handle funding for "pooled children" based on the various available State/federal funding streams.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II has configurable functionality to handle funding for pooled children. Funding rules might change based on the State of Delaware's requirements and available funding streams.	Configurable – 20–24 hours
44-5	FACTS II will enable identification of clients/services/providers/staff to automatically exclude from	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a	Custom – 56–64 hours

Medicaid and CHIP Billing/Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	Medicaid billing when grant funded.		new feature that supports the identification of clients/services/providers/staff to automatically exclude from Medicaid billing when grant funded.	
44-6	FACTS II will provide electronic billing of third party carriers.	1 - Must Have	Deloitte's proposed FACTS II does not meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports the electronic billing of third party carriers.	Custom – 80–88 hours
44-7	FACTS II will provide the electronic collection of third party carrier insurance information.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports electronic collection of third party carrier insurance information.	Custom – 56–64 hours
44-8	FACTS II will facilitate the use of the electronic collection of third party carrier insurance data for billing.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports the use of electronic collection of third party carrier insurance.	Custom – 56–64 hours
44-9	FACTS II will provide billing in a HIPAA compliant format, electronically and paper.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently has a reliable way of billing appropriate parties that are compliant with the state policy via both electronic and paper format.	Out-of-the-box – 8–12 hours
44-10	FACTS II will provide the creation and submission of a Medicaid provider enrollment application.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Accounts Receivable functionality that allows the submission of Medicaid provider enrollment applications. The format of submission of applications will follow that of the current provider applications in the Provider Module.	Extensible – 40–48 hours
44-11	FACTS II will provide the creation and calculation of Medicaid Rates. To include a process to allow users	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement.	Custom – 64–76 hours

Medicaid and CHIP Billing/Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	the ability to easily utilize said rates.		FACTS II Accounts Receivable will be added with a new feature that supports creation and calculation of Medicaid Rates.	
44-12	FACTS II will provide electronic submissions of Medicaid rates to the Division of Medicaid and Medical Assistance (DMMA).	2 - Should Have	Deloitte's proposed FACTS II does not meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports electronic submissions of Medicaid rates to external sources.	Custom – 64–76 hours
44-13	FACTS II will provide the reconciliation of revenue between DSCYF, OMB and DHSS.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Accounts Receivable will be added with a new feature that supports the reconciliation of revenue between DSCYF, OMB and DHSS	Custom – 48–56 hours
44-14	FACTS II will capture verification that backup documentation exists to substantiate Medicaid billing claims (assessments, units of service, treatment plan, progress notes, etc.).	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II will capture verification of documents verifying Medicaid billing claims.	Out-of-the-box – 8–12 hours

Title IV-E and Medicaid Eligibility and Redetermination

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
45-1	FACTS II will provide IV-E and Medicaid eligibility data collection process.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently uses IV-E and Medicaid screens to collect eligibility data.	Out-of-the-box – 8–12 hours
45-2	FACTS II will provide SSI assessment process.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to provide SSI	Custom – 80–88 hours

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			assessment based on the rules specified by the department.	
45-3	FACTS II will provide the identification and management of IV-E Foster Care candidacy cases, including identifying them by unique identifier, have the ability to count them, manage terminations and produce IV-E reports.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Eligibility and Redetermination currently has a feature that supports the identification and management of IV-E Foster Care candidacy cases.	Out-of-the-box – 8–12 hours
45-4	FACTS II will provide case plan review process unique to IV-E Foster Care candidacy cases.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently has a review process for IV-E Foster Care cases.	Out-of-the-box – 8–12 hours
45-5	FACTS II will provide establishing eligibility for meal tracking for federal reimbursement reporting (Supplemental Nutrition Assistance Program - SNAP).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Eligibility and Redetermination will be added with a new eligibility screen that records SNAP eligibility and provides to report on federal reimbursement.	Custom – 120-132 hours
45-6	FACTS II will capture status of Medicaid eligibility (e.g. denials or changes in status).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Eligibility and Redetermination will be added with a new feature that will capture status of Medicaid eligibility	Custom – 80–88 hours
45-7	FACTS II will capture the status of CHIP enrollment (e.g. non-payment of premium.)	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Eligibility and Redetermination will be added with a new feature that will capture the status of CHIP enrollment	Custom – 40–48 hours
45-8	FACTS II will provide the collection of information necessary to process Medicaid applications to electronically transmit to DHSS for determination.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Eligibility and Redetermination will be added with a new feature that will provide the collection of information necessary to process	Custom – 40–48 hours

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
			Medicaid applications to electronically transmit to DHSS for determination.	
45-9	FACTS II will provide the tracking, collection and filing of Medicaid applications for the Disabled Children's program.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Eligibility and Redetermination will be added with a new feature that supports provide the tracking, collection and filing of Medicaid applications for the Disabled Children's program.	Custom – 40–48 hours
45-10	FACTS II will provide the SSI Advocacy process (e.g. include a screening tool, interface with SSA, etc.).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Eligibility and Redetermination will be added with a new feature that supports the SSI Advocacy process.	Custom – 320–360 hours
45-11	FACTS II must support IV-E, Medicaid and Adoption Assistance eligibility determination and redetermination processes.	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will have an extensible version of Eligibility and Redetermination that supports IV-E, Medicaid and Adoption Assistance eligibility determination and redetermination processes.	Extensible – 40–48 hours
45-12	FACTS II must be able to determine if a placement meets the foster care standard for IV-E reimbursability and to compute the amount of the placement cost that is IV-E reimbursable (room and board), Medicaid reimbursable (therapy, education, etc.), or unallowable for Federal reimbursability and charged to the state.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes IV-E eligibility functionality that determines if a placement meets the standards set by the department for I-VE Foster Care cases and Medicaid reimbursable cases.	Out-of-the-box – 8–12 hours
45-13	FACTS II must have an automated rate setting process and include access to source documentation.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II currently automatically displays rates for a service on the Service Log screen.	Out-of-the-box – 8–12 hours

Local Account and General Ledger Reconciliation

Local Account and General Ledger Reconciliation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
46-1	FACTS II will provide a cost allocation process (federal program eligibility, cost allocation, and Federal Financial Participation).	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Account and Reconciliation will be added with a new feature that will provide a cost allocation process	Custom – 56–64 hours
46-2	FACTS II will allow for reconciliation of service month and payment month needed to perform cost projections based on service authorization by service month as well as service authorization by payment month.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II captures all pertinent data on service month and payment month. The solution will be extended to generate a report that compares both service and payment month for reconciliation purposes. This report will be vital when performing cost projections for future months.	Custom – 64–76 hours

Grants Management

Grants Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
47-1	FACTS II will provide, for the purposes of resources tracking and reporting, the identification of common data elements across the agency on clients, providers, units of service, workers, etc. based upon the association of funding source to contract and/or service. FACTS II will provide the capability to incorporate new/unique data	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II Grant Management will be added with a new feature that supports resource tracking and reporting across all agencies. This new feature will encompass an ability to incorporate unique data associated with different funding sources.	Custom – 40–48 hours

Grants Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	elements over time based upon association with funding source.			
47-2	FACTS II will have Federal grant reporting capability, as well as easy ability to change as Federal requirements change.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II utilizes current reporting functionality to adequately report on Federal grant details and status. Reports are easily modifiable to adapt to Federal requirement changes as they occur.	Configurable – 24–28 hours

Random Moment Sample

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
48-1	FACTS II will incorporate the RMS time reporting system process.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will add a new module called RMS, a time reporting process to determine what percentage of time workers spend on Medicaid reimbursable activities.	Custom – 48–56 hours
48-2	FACTS II will ensure that the process for responding to RMS surveys is simple and easy.	2 - Should Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II RMS will be added with a new feature that supports the gathering of worker information via a survey.	Custom – 48–56 hours
48-3	FACTS II will provide the online storage and archiving of RMS data and reports.	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II RMS will be added with a new feature that supports the online storage and archiving of RMS data and reports.	Custom – 56–64 hours
48-4	FACTS II RMS system will be US Department of Health and Human	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement.	Custom – 56–64 hours

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	Services (DHHS) compliant.		FACTS II RMS will be added with all features that are DHHS compliant.	

SACWIS Requirements

Intake Management

This function consists of processing referrals for service, conducting an investigation, and assessing the need for service. Goal: Through the effective and efficient use of automation, providing for the administration of the processes necessary to ensure that the child welfare services (CWS) agency can respond to those who seek, and are referred, or are reported to the agency through the proper identification of the individuals and provision of appropriate assessment procedures.

Intake: FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-1	Record contact/referral FACTS II will record initial contacts regarding the allegations of abuse or neglect, or provide for the input of a formal referral for protective services, voluntary placement services, juvenile corrections and other services. <i>SACWIS I.A1.(1)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports the ability to record initial contacts to document contacts with persons regarding the allegation of abuse or neglect in the referral for the input on different services.	Out-of-the-box – 8–12 hours
S-2	Collect intake/referral information FACTS II will allow for input of available situation and demographic information, including the cross-referencing of relationships among participants and the reason for referral.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows capturing person demographics information (like - First name, middle name, last name, SSN, DOB, Gender etc.) and captures the Intake type to depict the referral reason. In addition, FACTS II also supports capturing relationship among	Out-of-the-box – 8–12 hours

Intake: FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.

RFP #	Requirement Description	Priority	How Met	Est. Hours	
	SACWIS I.A2.(2)		participants and specifying numerous relationships that an individual participant may have.		
S-3	Search for prior history (persons/incidents) FACTS II will search the database(s) to check for prior incidents and other available information. For a single incident, the system will allow for multiple reports of an incident by including information on each individual or agency making a report. SACWIS I.A3.(3)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides person search to search for prior incidents and other available information of the entered person in the referral to allow performing an automatic search for prior cases and/or referrals. Upon adding individuals (clients) to a referral or case, the system performs an automatic search for existing individuals that have been previously reported into the system. FACT II solution supports the ability to record multiple reports of the same incident, including information on the source(s) of the report. Each referral captures information about the source of the report, and it is assigned a unique identifier in the system. Since each report is assigned a unique identifier in the system, entering in multiple reports of the same incident is not a problem	Out-of-the-box – 8–12 hours	33
S-4	Record "information-only" requests FACTS II will record calls or contacts which do not involve a specific allegation or referral. SACWIS I.A4.4(4)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports the ability to record "Information Only" requests, in addition to calls or contacts, which would not involve a specific allegation or referral. Proposed solution support the user to select the type of Referral Type as "Information and Referral" and to record details such as the person making the request, type of service requested, date and disposition of the request.	Out-of-the-box – 8–12 hours	

Screening

Screening: FACTS II must provide an automated mechanism that identifies the potential danger or harm to the children involved in a reported incident of abuse or neglect and determines whether the agency will be able to respond to the needs of children and families.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-5	Evaluate intake information FACTS II will support the evaluation of the available information to determine the necessity of establishing a case. <i>SACWIS I.B1.(5)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II fully supports evaluating supporting information available to determine the necessity of establishing a case	Out-of-the-box – 8–12 hours
S-6	Record the results of the screening evaluation FACTS II will provide for the recording of the determination resulting from the screening process. <i>SACWIS I.B2.(6)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Referral outcome screen fully supports screening process and outcome of the screening process.	Out-of-the-box – 8–12 hours
S-7	Establish case record FACTS II will provide for the establishment of a new case, the association of a new allegation with an existing open case, or the re-opening of a closed case. <i>SACWIS I.B3.(7)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allow a user to establish a new case from an Investigation, associate new allegations of a referral with an existing open case and allow re-opening of a closed case to reestablish case participants upon approval of case connect.	Out-of-the-box – 8–12 hours
S-8	Assign case to worker FACTS II will support and record the assignment of the case to a worker and provide for the tracking of that case through the process. <i>SACWIS I.B4.(8)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. Upon approval of a Case Connect request that has been approved by the department for case management services, the assign transfer records the assignment of the case to a worker. The assign transfer also allows displaying history of assignment on that case to track the case through the process.	Out-of-the-box – 8–12 hours
S-9	Refer for investigation and/or services, as appropriate FACTS II will support the referral/transfer of	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Referral outcome screen fully supports screening process and transfer of case	Out-of-the-box – 8–12 hours

Screening: FACTS II must provide an automated mechanism that identifies the potential danger or harm to the children involved in a reported incident of abuse or neglect and determines whether the agency will be able to respond to the needs of children and families.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	the case for investigation, if necessary, or the assessment, if the allegation is not related to maltreatment. SACWIS I.B5.(9)		for Investigation if allegation is not related to maltreatment.	

Investigation

Investigation: FACTS II must support the determine of the level of risk to the child, or children, involved in a reported incident of abuse or neglect and assist in making a recommendation regarding continued agency involvement.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-10	Collect and record investigation information FACTS II will provide for the input of information collected during the investigation process, including the recording of contacts made during the investigation. SACWIS I.C1.(10)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows collecting information during the investigation process that includes all type of contacts, type of purposes for contact, contact participants and also allows entering free text to capture details information about the investigation.	Out-of-the-box – 8–12 hours
S-11	Record investigation decision FACTS II will provide for the recording of the decision resulting from the investigation. Will contain disposition categories, and include findings with respect to each allegation of maltreatment, linked to perpetrator's record. SACWIS I.C2.(11)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACT II solution supports the ability to record and track the findings/disposition of the assessment/investigation where users can specify disposition categories like indicated, not indicated, and unable to determine. In addition, the disposition finding also supports recording the outcome for each recorded allegation of maltreatment that is linked to a perpetrator's record.	Out-of-the-box – 8–12 hours
S-12	Generate documents as needed in response to investigation FACTS II will support the preparation of alerts, notifications and reports required during, and as a result of, the investigative	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II utilizes common alert management to create alerts and notification during Investigation. FACTS II Common Functions Alerts and Notifications	Configurable – 24–28 hours

Investigation: FACTS II must support the determine of the level of risk to the child, or children, involved in a reported incident of abuse or neglect and assist in making a recommendation regarding continued agency involvement.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	process. SACWIS I.C3.(12)		will be configured to support Delaware Investigation process alerts and notifications that are not part of FACTS II. FACTS II also provides the ability to generate reports on Intake approval, Investigation approval, Contacts and for other important activities during Investigation.	

Assessment

Assessment: FACTS II must provide automated support for determination of level of risk to children involved in an allegation of abuse or neglect and for identification of service needs.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-13	Determine and record risk assessment FACTS II will support the evaluation and determination of risk factors affecting the case. SACWIS I.D.1.(13)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's supports safety threat to evaluate and determine risk factors affecting the case such as child characteristics, parent characteristics, history of child abuse and neglect, substance abuse, mental health issues, socio-economic factors, and family supports.	Out-of-the-box – 8–12 hours
S-14	Perform risk assessment FACTS II will perform an automated risk assessment to determine the relative level of risk. SACWIS I.D.2.(14)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports risk assessment to capture the assessments and level of risk. The risk assessment captures data around safety influences, safety threats, and risk factors and how to measure them.	Out-of-the-box – 8–12 hours
S-15	Collect and record special needs / problems. FACTS II will support the determination and documentation of special needs/problems (e.g. special education, developmental	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports strengths and needs to capture information around client characteristics, special needs, and other environmental factors of participants in a referral/case. The captured	Out-of-the-box – 8–12 hours

Assessment: FACTS II must provide automated support for determination of level of risk to children involved in an allegation of abuse or neglect and for identification of service needs.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	disabilities, medical assessments, etc.) Data collected must map to applicable AFCARS and NCANDS reporting elements. <i>SACWIS I.D.3.(15)</i>		strengths and needs also can be used to enter information around client disabilities (developmental diagnosed), mental retardation, visually/hearing impaired, physical disabilities, emotional disabilities (and disturbances), and any other impacting conditions that a client may have. Data collected in the strengths and needs are maps to AFACRS and NCANDS reporting elements.	
S-16	Determine and record needed services FACTS II will support and record the determination of needed services, including the assignment and recording of level of care (placement locations, in-home care, etc.). <i>SACWIS I.D.4.(16)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports service log to allow users to indicate the clients in need of service, location of the service and frequency of the service(S). In addition users can assign the providers which are providing the service(s) to the individuals.	Out-of-the-box – 8–12 hours
S-17	Record client contacts FACTS II will provide for the recording of client contacts in the electronic case folder. <i>SACWIS I.D.5.(17)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports File Cabinet to record client contacts in the electronic case folder. After a referral is approved and closed, the contacts for the clients that are associated with the referral saved in file cabinet.	Out-of-the-box – 8–12 hours
S-18	Prepare and record referrals to other agencies FACTS II will provide for the preparation and recording in the electronic case folder of referrals to other agencies. <i>SACWIS I.D.6.(18)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports File Cabinet to record referrals in the electronic case folder. After a referral is saved a snapshot of the referral is saved and stored in the file cabinet. File Cabinet offers the ability to access referral information to other agencies with proper security rights in FACTS II.	Out-of-the-box – 8–12 hours
S-19	Collect and record further case information. FACTS II will provide for the recording in the electronic case record of additional case	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports File Cabinet functionality to record additional case information gathered during	Out-of-the-box – 8–12 hours

Assessment: FACTS II must provide automated support for determination of level of risk to children involved in an allegation of abuse or neglect and for identification of service needs.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	information gathered during the assessment process. <i>SACWIS I.D.7.(19)</i>		assessment process. After assessments for family members are completed and approved, case information in the assessment process saved in file cabinet.	
S-20	Generate documents, notices and reports based on review as needed FACTS II will support the generation of documents, notices, and reports during, or resulting from, the assessment process. <i>SACWIS I.D.8.(20)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports the ability to allow generating of documents and reports in electronic or hard copy formats upon approval of assessments. Additionally, the electronic formats can be saved and distributed in common business formats.	Out-of-the-box – 8–12 hours

Eligibility

This function consists of determining programs for which funding support is available for clients receiving services. Program eligibility may include funding for foster care/adoption payments and determining the type of programs that will allow a client to receive Medicaid coverage. This function is usually initiated sometime during the Intake Function. Goal: To provide efficient and effective support for the identification and qualification of children for program funding.

Initial Eligibility Determination

Initial Eligibility Determination: FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-21	Determine Title IV-E eligibility <ul style="list-style-type: none"> FACTS II will determine AFDC-related eligibility for title IV-E. SACWIS II.A.1.a.(21) 	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II IV-E Eligibility Module will be extended to include the determination AFDC- related eligibility. FACTS II uses the IV-E Determination and	Extensible – 160–172 hours

Initial Eligibility Determination: *FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
	<ul style="list-style-type: none"> FACTS II will determine the legal requirements for IV-E eligibility. SACWIS II.A.1b.(22) FACTS II will determine placement requirements for IV-E eligibility, to include but not limited to Facility type, Licenses status, etc. SACWIS II.A.1.c.(23) 		<p>Redetermination screens to document and determine eligibility based on legal requirements for IV-E.</p> <p>FACTS II will only allow those providers with valid licenses and appropriate facilities to house children who are IV-E eligible. These placements are validated by appropriate staff using the Placement Validation screen, ensuring only qualified providers are reimbursed for services they provide.</p>	
S-24	Verify eligibility for other programs FACTS II will provide for the exchange and referral of information necessary to determine eligibility/status under other related programs such as title XIX (Medicaid) and title IV-D ¹ . SACWIS II.A.2.(24)	1 - Must Have	<p>Deloitte's proposed FACTS II partially meets this requirement.</p> <p>FACTS II Medicaid Eligibility module uses information from IV-E and other relevant places in the system to determine Medicaid eligibility. This functionality will be extended to allow an exchange of eligibility status and information between different programs such as XIX and IV-D.</p>	Extensible – 64–76 hours
S-25	Record authorization decisions FACTS II will provide for the recording of the eligibility authorization decisions ² . SACWIS II.A.3.(25)	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II utilizes approval functionality within the Eligibility module as a means to approve a status and record that authorization decision.</p>	Out-of-the-box – 8–12 hours
S-26	Generate documents related to initial eligibility determinations FACTS II will produce the alerts,	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p>	Out-of-the-box – 8–12 hours

¹ DSCYF is the State of Delaware's IV-E Agency, the title IV-D is handled by a different agency

² DSCYF is the State of Delaware's IV-E Agency, the title IV-D is handled by a different agency The State does not provide for the recording of eligibility decisions for programs other than IV-E. However, DHSS information regarding Medicaid, IV-A, and IV-E can be viewed through the Master Client Index Eligibility Summary screen

Initial Eligibility Determination: *FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
	notices and reports needed to provide information on and track the initial eligibility determinations. <i>SACWIS II.A.4.(26)</i>		FACTS II utilizes alert and report functionality within the Eligibility module to provide appropriate staff with information on changes and track initial eligibility determinations. s a means to approve a status and record that authorization decision.	

Change in Eligibility

Changes in Eligibility: *FACTS II must provide automated support for the timely identification of children whose eligibility changes or whose eligibility must be redetermined.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-27	Redeterminations FACTS II will provide for the processing of regularly scheduled and as needed program redeterminations and recording of redetermination decisions. <i>SACWIS II.B.1.(27)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II includes redetermination logic for IV-E, Medicaid, and other benefits that require initial eligibility determinations. There is a separate screen for the Redetermination of IV-E, but most redeterminations are completed in an episode format using the initial determination screen for benefits like Medicaid.	Out-of-the-box – 8–12 hours
S-28	Generate documents related to Redeterminations FACTS II will produce the alerts, notices and reports needed to provide information on and track the initial eligibility determinations. Alert Child Welfare Workers to changes made in the title IV-A, title IV-D, and title XIX systems (through the mandatory interfaces)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will extend current alert and report functionality to provide information to appropriate staff on initial and subsequent determinations including but not limited to changes made in the Title IV-A, IV-D, and XIX systems.	Extensible – 120–132 hours

Changes in Eligibility: FACTS II must provide automated support for the timely identification of children whose eligibility changes or whose eligibility must be redetermined.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	SACWIS II.B.2.(28)			

Case Management

This function entails the preparation of service plans, determining whether the agency can provide the services, authorizing the provision of services, and managing the delivery of those services. Goal: To provide support for the efficient and effective administration of the processes necessary to ensure that the child welfare services agency identifies, communicates, evaluates and monitors the services which will ameliorate the conditions necessitating agency involvement and ensure the safety of the child.

Service/Case Plan

Service/Case Plan: FACTS II must provide a mechanism where the needs of the child/children/family and the services necessary to resolve the problems are maintained and tracked to an appropriate outcome, including estimated time frames for completion of the services.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-29	<p>Prepare and document service/case plan FACTS II will support case plan development by documenting the services that are required to meet the specific needs identified in the assessment function. FACTS II must support case plan development in the following areas:</p> <ul style="list-style-type: none"> Adoption (record and track information about adoptive placements and post adoptive services, including subsidy benefits); Family preservation (institute 	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II supports case plan development by documenting services within the following broad categories:</p> <ul style="list-style-type: none"> Adoption - Recorded and delivered via the Service Log, Placement and Adoption functionality. Workers record the preparatory adoption steps (permanency planning, the termination of parental rights, placement/subsidy agreements etc.). The Adoption module provides workers with the ability to record information on the adoptive parents in addition to tracking subsidy benefits, as well as provides the functionality to deliver post-adoptive services. Family Preservation Services - Recorded and 	Out-of-the-box – 8–12 hours

Service/Case Plan: FACTS II must provide a mechanism where the needs of the child/children/family and the services necessary to resolve the problems are maintained and tracked to an appropriate outcome, including estimated time frames for completion of the services.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	<p>in-home services to prevent the need for placement);</p> <ul style="list-style-type: none"> • Foster care (determine and track level of care, placement information, reunification services, legal requisites); • Independent living (determine and track services to provide transitional living assistance for foster care youths); and • Interstate compact (process/submit supervision requests from/with other states for children and youth). <p>SACWIS III.A.1.(29)</p>		<p>delivered via the Service Log functionality. Workers search the statewide resource directory to find family preservation services based on the needs of the family or child within the case</p> <ul style="list-style-type: none"> • Foster Care Services - Recorded and delivered via the Service Log, Removal and Placement functionality. Workers record and track the physical and legal removal/return of a child from their home, determine and track the level of care, and find an appropriate foster care placement by searching the statewide resource directory. These placement episodes can be reevaluated through the assessment, review and case plan functionality • Independent Living Services - Recorded and delivered via the Service Log functionality. Workers search the statewide Resource Directory to identify Independent Living specific services available to the foster care youths • Interstate Compact Services - Recorded through the Service Log, Placement, and ICPC functionality. Workers either request or document requests for a home study or the State's supervision of a child depending on whether the referral is for an incoming or outgoing request 	
S-30	<p>Identify and match services to meet client's case plan needs:</p> <p>FACTS II will provide automated support in the identification and matching of service needs and available resources.</p> <p>SACWIS III.A.2(30)</p>	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II Service Plan supports the identification of service needs and available resources. Service Plan links to the service taxonomy for selection of the appropriate paid or non-paid service. Non-placement services are automatically plotted in the Service Log functionality which tracks all non-placement service delivery for clients</p>	Out-of-the-box – 8–12 hours
S-31	Record contact with and	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Service/Case Plan: FACTS II must provide a mechanism where the needs of the child/children/family and the services necessary to resolve the problems are maintained and tracked to an appropriate outcome, including estimated time frames for completion of the services.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	acquisition of needed resources/services: FACTS II will support and record the preparation of necessary service requests or referrals. <i>SACWIS III.A.3(31)</i>		requirement. FACTS II supports to track the needed services for a client/family, and to link the determination of service needs to the provider and to the client. Users would first specify the needs of a client/family in the in the Service Plan module. Then, upon entering the needs, the user can specify the provider who will provide service. When this happens the provider will be linked to the Service Plan and users will be able to track both the services needed for the client/family and the provider(s) involved	8–12 hours
S-32	Track & Update service / plan FACTS II will support the monitoring, progress, and updating of the service/case plan in the electronic case folder. <i>SACWIS III.A.4(32)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Case Plan supports the ability of monitoring the progress toward a family or child's objectives through services facilitates on behalf of the department. Upon supervisory approval of a Case Plan, the case plan is automatically saved to the File Cabinet functionality, which is an electronic case folder.	Out-of-the-box – 8–12 hours
S-33	Match client to placement alternatives, if needed: FACTS II will provide automated support in the identification and matching of clients with available placement alternatives. <i>SACWIS III.A.5(33)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports placement recommendation to allow automation in identifying and matching client with available alternative placements.	Out-of-the-box – 8–12 hours
S-34	Generate documents as needed (service/case plan) FACTS II will support the generation of alerts, notices, and reports as necessary to track the progress of the service/case plan. <i>SACWIS III.A.6(34)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports common alert management to create alerts and notification upon approval of case plan report. FACTS II Common Functions Alerts and Notifications will be configured to support Delaware case plan specific alerts and notifications that are not part of FACTS II.	Configurable – 24–28 hours

Service/Case Plan: FACTS II must provide a mechanism where the needs of the child/children/family and the services necessary to resolve the problems are maintained and tracked to an appropriate outcome, including estimated time frames for completion of the services.

RFP #	Requirement Description	Priority	How Met	Est. Hours
			Proposed solution also provides the ability to generate reports from the case plan component of FACTS II.	
S-35	Request and record supervisory approval of plan, if needed: FACTS II will provide support for obtaining supervisory approval of the service/case plan. SACWIS III.A.7(35)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports case plan which utilizes Common Function Approval functionality to support request and record supervisor approval of case plan. Individual case plan worker request for approval to a supervisor. The supervisory reviewer has the option of approving case plan, denying it, or sending the request back to the worker.	Out-of-the-box – 8–12 hours
S-37	Identify program outcome measures: FACTS II will include a component which identifies and tracks program outcome measures. SACWIS III.A.9(37) Rref: Outcome measures Reports List	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports service plan within the case plan to collect information around the planned and provided services and the outcomes of each. The Service Plan also captures the date that each outcome was specified.	Out-of-the-box – 8–12 hours

Case Review/Evaluation

Case Review/Evaluation: FACTS II must provide automated support for the administration of the timely reviews, either internal to the agency or with the input of the judicial system, insures that services are progressing toward the stated outcome; determines if additional services are to be provided; and evaluates the time frames and the outcomes in the services/case plan.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-38	Generate alerts to conduct case review / evaluation as needed FACTS II will support the timely identification and continued tracking of cases requiring review/evaluation. <i>SACWIS III.B.1(38)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports admin review to track the cases requiring review. The admin review generates alerts to case worker when a case review is scheduled with participants in the case.	Out-of-the-box – 8–12 hours
S-39	Conduct and record results of case review FACTS II will support the case review process and provide for documentation of the reassessment decisions and needed action items in the electronic case folder. <i>SACWIS III.B.2(39)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports admin review assessment and review results to record assessment/evaluation decisions of a case review. Upon approval on admin review results, the needed action items are saved in file cabinet.	Out-of-the-box – 8–12 hours
S-40	Generate documents, notices and reports (evaluation) FACTS II will support the generation of documents, notices, and reports during, or resulting from, the evaluation process. <i>SACWIS III.B.4(40)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports generating evaluation documents in file cabinet and notices upon approval of case review results from Admin Review. Proposed solution also provides the ability to producing reports in PDF, MS Excel, MS Word formats.	Out-of-the-box – 8–12 hours
S-41	Record collateral contacts FACTS II will provide for the recording of client collateral contacts and information resulting from those contacts. <i>SACWIS III.B.5(41)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports the ability to record and track the collateral contacts for a case. Upon conducting a contact, users can specify the details of that contact including initial contacts, collateral contacts, number of attempted contacts, time and duration of contact, and well as information resulting from each contact.	Out-of-the-box – 8–12 hours

Monitoring Service/Case Plan Service

Monitoring Service/Case Plan Service: FACTS II must provide administrative and system support to the worker by ensuring that the services identified in the service/case plan are provided in a timely and effective manner.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-42	Track and record services FACTS II will provide for the recording in the electronic case folder of the types, duration, and frequency of services. SACWIS III.C.1(42)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports service plan to record the type, duration and frequency of service, and then the solution creates a case plan which link the service plan. Upon approval of the Case Plan, the service plan information saved in file cabinet.	Out-of-the-box – 8–12 hours
S-43	Generate documents, notices and reports FACTS II will support the generation of documents, notices, and reports to track the services needed and provided to the client. SACWIS III.C.2(43)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS Solution supports case plan to generate documents in file cabinet and notices upon approval of the case plan report. Proposed solution also provides the ability to producing reports in PDF, MS Excel, MS Word formats.	Out-of-the-box – 8–12 hours

Resource Management

FACTS II must support the maintenance and monitoring of information on an array of service providers, including prevention programs, placement services, and foster care providers. FACTS II must provide system support for the efficient and effective administration of the processes involved in the determination of appropriate service providers and/or placement resources necessary to accomplish the goals of the service/case plan.

Facilities Support

Facilities Support: FACTS II must provide for the timely, efficient and effective identification of new resources, the addition of new information regarding existing resources, and the identification of gaps in resource/service availability.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-44	Record and update provider	1 - Must Have	Deloitte's proposed FACTS II partially meets this	Extensible – 32–

Facilities Support: *FACTS II must provide for the timely, efficient and effective identification of new resources, the addition of new information regarding existing resources, and the identification of gaps in resource/service availability.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
	information FACTS II will support the collection and maintenance of provider information such as: <ul style="list-style-type: none"> • license/certification status, • types of services, • level of care provided, • level of compliance, and • cost of care. SACWIS IV.A.1(44)		requirement. FACTS II supports licensing to record provider license/certification status and type of the service the resource is licensed. FACTS II's licensing functionality will be extended to support recoding level of care and level of compliance. FACTS solution supports service rate to capture cost of care rates for non contracted provider. For contracted provider, contract functionality supports recoding cost against the contract made for each service with the resource.	40 hours
S-45	Generate alerts/action items on licensing status changes FACTS II will support the timely identification and continued tracking of cases and/or facilities requiring a review or other action as a result of a change in provider information. SACWIS IV.A.2(45)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports licensing which utilizes common alert management to signal workers on licensing status changes. Proposed solution will be configured based on FACTS II different licensing statuses to automatically alert the case worker when a provider's license status is changed.	Configurable – 24–28 hours
S-46	Generate reconciliation and evaluation reports as needed FACTS II will support the generation of documents, notices, and reports, as needed. SACWIS IV.A.3(46)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports licensing to generate documents in file cabinet and notices upon approval of License. Proposed solution also provides the ability to produce reports in PDF, MS Excel, MS Word formats from the Licensing of FACTS II.	Out-of-the-box – 8–12 hours
S-47	Record and track provider training FACTS II will record and track provider training needs and training received SACWIS IV.A.4(47)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports a training management module to allow recoding training needs of individual provider. With the training management module, the user can capture the provider who needs training, who will be the trainer, training type, date identified of the training need and date training need resolved.	Out-of-the-box – 8–12 hours

Facilities Support: *FACTS II must provide for the timely, efficient and effective identification of new resources, the addition of new information regarding existing resources, and the identification of gaps in resource/service availability.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
			FACTS II supports Individual Training Record to track training received of individual providers training information which includes training title, type of training received, date of training received and training received hours.	

Foster/Adoptive Homes Support

Foster/Adoptive Homes Support: *FACTS II must provide system support for the timely, efficient and effective administration of new foster/adoptive homes, of new information regarding existing homes, and of gaps in availability.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-48	Maintain and update foster care and adoptive home information FACTS II will support the collection and maintenance of foster care and adoptive home information, such as: <ul style="list-style-type: none"> • licensing decisions, • violations and revocations, • required AFCARS information • completed training (as appropriate to the type of home). SACWIS IV.B.1(48)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports the ability for the resource worker to record foster care and adoptive home licensing decisions which includes Approved, Restricted, Suspended and Revoked. FACTS II supports recording of violations on number of prior reports on foster care and adoptive home without a required license/approval and the dates of those reports. FACTS II supports recording training completed of foster care and adoptive home training information which includes training title, type of training received, date of training received and training received hours. FACTS II supports recording of foster care and adoptive home general information. The provider general information will be extended with adding new data elements to capture required AFACRS information of foster care and adoptive home.	Out-of-the-box – 8–12 hours
S-49	Record foster care home abuse/neglect allegations and investigation results FACTS II will	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports hotline report to identify foster	Out-of-the-box – 8–12 hours

Foster/Adoptive Homes Support: *FACTS II must provide system support for the timely, efficient and effective administration of new foster/adoptive homes, of new information regarding existing homes, and of gaps in availability.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
	<p>support:</p> <ul style="list-style-type: none"> The identification of foster care families where allegations of abuse/neglect have been reported and substantiated, as required by State law. The investigation of such allegations Documentation of the results. <p>SACWIS IV.B.2(49)</p>		<p>care families where allegations of abuse/neglect have been reported.</p> <p>FACTS II supports recording allegation information which includes allegation type, categories of each allegation found on investigation. In addition, for each allegation record entered, users can specify maltreatment type, allegation details (date of incident, injury characteristics, maltreatment characteristics, bodily injury locations), and other comments</p>	
S-50	<p>Process foster care/adoptive home applications FACTS II will provide for the recruitment and processing of foster care family applications. SACWIS IV.A.3(50)</p>	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II supports recruitment to record the foster care recruitment activity that resulted in the foster care offering services to the agency</p>	Out-of-the-box – 8–12 hours
S-51	<p>Generate alerts/action items as needed if foster care license is revoked FACTS II will support the identification and tracking of cases requiring a review or other action as a result of changing information. SACWIS IV.A.4(51)</p>	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II supports licensing which utilizes common alert management to signal resource workers when foster care license are revoked. Based on user-defined rules, FACTS II calculates the date and automatically alerts resource workers on needed action due because of foster care's revoked license.</p>	Out-of-the-box – 8–12 hours

Resource Directory

Resource Directory: *FACTS II must provide an automated mechanism where information on resources can be effectively accessed to determine availability, and the types and levels of services provided.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-52	<p>Maintain directory [resource directory] FACTS II will provide a</p>	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p>	Out-of-the-box – 8–12 hours

Resource Directory: *FACTS II must provide an automated mechanism where information on resources can be effectively accessed to determine availability, and the types and levels of services provided.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
	directory/inventory of available resources and services SACWIS IV.C1(52)		FACTS II supports a resource directory that allows users to search for matching service resources. The resource directory lists available resources for children, adults, and/or family offered by a provider. In addition, it lists matches of providers to the individual needs specified by the user.	
S-53	Generate reports FACTS II will support the generation of: <ul style="list-style-type: none"> • management reports, • other alerts, • bulletins, and • notices related to resource availability. SACWIS IV.C.2(53)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement FACTS II generates Management reports on resource availability to assist in managing resource available activities. Proposed solution send alerts and notices from the requests collected from unmet needs section later to be analyzed for resource availability, recruitment and development efforts by the resource support and retention unit.	Out-of-the-box – 8–12 hours

Contract Support

Contract Support: *FACTS II must provide automated support for the timely, efficient and effective administration of the contract process to ensure that resources are available for service provision.*

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-54	Process contracts and contract changes FACTS II will support the creation, processing, monitoring and modification of contracts. SACWIS IV.D.1(54)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement FACTS II supports recoding and managing terms of contracts for core and non-core services that will be delivered by the contract resources. In addition to contract creation, FACTS II Contract component also allow for contracted providers modifying on existing contract which includes changing, or releasing the balance of authorized units of service. FACTS II supports contract monitoring to monitor contracts to confirm that services are being delivered	Out-of-the-box – 8–12 hours

Contract Support: FACTS II must provide automated support for the timely, efficient and effective administration of the contract process to ensure that resources are available for service provision.

RFP #	Requirement Description	Priority	How Met	Est. Hours
			in a manner consistent with the contract.	
S-55	Record contract monitoring results FACTS II will support efforts to monitor contractual compliance SACWIS IV.D.2(55)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement FACTS II supports contract monitoring to allow monitoring contractual compliance, record contract results and outcome information.	Out-of-the-box – 8–12 hours
S-56	Generate alerts/action items as needed FACTS II will support the timely identification and continued tracking of cases requiring a review or other action as a result of monitoring activities. SACWIS IV.D.3(56)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports common alert management to provide the ability to create alerts and notification saving of contract monitoring results. FACTS II common alerts and notifications will be configured to support Delaware monitoring results specific alerts and notifications that are not part of FACTS II.	Configurable – 24–28 hours
S-57	Generate documents as needed FACTS II will support the generation of notices and reports such as reconciliation and evaluation reports during, or resulting from, the monitoring of contract support. SACWIS IV.D.4(57)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II contract management that generates documents in file cabinet and notices upon approval of contract. Proposed solution also provides the ability to producing reports in PDF, MS Excel, MS Word formats.	Out-of-the-box – 8–12 hours

Court Documents

Court Documents: Goal - To ensure the automated support of the accurate and timely production of appropriate court related documents.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-58	Court Documents FACTS II must provide for the preparation of State agency documents for the courts, such as petitions, letters, attorney	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports court report to provide ability to generate court reports, motions, appeals, processes,	Out-of-the-box – 8–12 hours

Court Documents: Goal - To ensure the automated support of the accurate and timely production of appropriate court related documents.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	approvals, and supervisory approvals. SACWIS V.A. 1(58)		subpoenas, affidavits, etc. State agency documents can also be generated for the courts, and other parties such as petitions, letters, attorney approvals, and supervisory approvals	

Notifications

Notifications: Goal - To ensure that involved individuals receive accurate and timely notifications of upcoming court activities.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-59	Notifications FACTS II will notify relevant parties of impending court actions ³ . SACWIS V.B. 1(59)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports court hearing which utilizes common function alert functionality to notify case worker on upcoming court hearings.	Out-of-the-box – 8–12 hours

Tracking

Tracking: Goal - To provide system support to ensure the effective and efficient administration of activities resulting from decisions reached during court proceedings.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-60	Tracking FACTS II will monitor and track court-related events requiring State agency action, such as the recording and outcomes for all: <ul style="list-style-type: none"> • petitions • trials • hearings 	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports court order to allow recoding court decisions which includes petition, trails, hearings, detention proceedings, periodic reviews, adoption and change of placement. The Court Order component allows the worker to enter the court decisions and court orders which are then recorded	Out-of-the-box – 8–12 hours

³ State's judicial system notifies relevant parties of impending court actions

Tracking: Goal - To provide system support to ensure the effective and efficient administration of activities resulting from decisions reached during court proceedings.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	<ul style="list-style-type: none"> detention proceedings periodic reviews adoptions change of placements <p>Court decisions will be recorded in the electronic case folder. SACWIS V.B. 1(60)</p>		in the electronic case folder.	

Financial Management

FACTS II must support the effective and efficient management of the processes necessary to ensure the accurate and timely authorization, processing, and reconciliation of financial records and transactions.

Accounts Payable

Accounts Payable: Goal - To ensure the accurate and timely submittal of information to support payment, or voucher creation, to all providers.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-62	<p>Accounts Payable FACTS II will support the accounts payable process (billing, vouchers, etc.). SACWIS VI.A. 1(62)</p>	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>FACTS II uses the Accounts Payable module to generate payments and vouchers to all associated Providers.</p>	Out-of-the-box – 8–12 hours

Accounts Receivable

Accounts Receivable: Goal - To ensure the accurate and timely submittal of information to support the collection of funds due to the agency.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-63	Accounts Receivable FACTS II will support the accounts receivable process (e.g., overpayments, trust funds, SSI, etc.) <i>SACWIS VI.B1(63)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II automatically recognizes receivable situations and initiates recoupment proceedings without manual intervention for overpayments.	Out-of-the-box – 8–12 hours

Claims

Claims: Goal - To ensure the efficient and effective administration of a payment/financial system by providing the information necessary to produce the documentation to adjust claims.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-64	Claims FACTS II will support <ul style="list-style-type: none"> The generation of provider payments and remittance advice. Claims processing resulting from the notification of status changes (including termination of the case and/or information received from other Federal / State programs). <i>SACWIS VI.C.1(64)</i>	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II will use the Accounts Payable module to generate payments to providers and remittance advice. FACTS II will extend current system functionality to support a claims processing screen that handles all post mortem affects of the claim such as case termination.	Extensible – 120–132 hours

Administration

FACTS II must provide reliable and accurate information, through automation, for the efficient and effective management of personnel, mandated reporting and system administration.

Staff Management

Staff Management: Goal - To provide system support to maintain accurate and current employee information and to assist and support the employee supervision function				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-66	Record and update employee information FACTS II will contain records of employees, showing name, employee number and office. FACTS II will contain demographic information and results of Background Criminal Investigation checks. <i>SACWIS VII.A.1.a(65) & SACWIS VII.A.1.b(66)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports staff management to record employee name, employee number and unit/office the employee belongs to. Staff Information component record and update demographics information that includes data on employment history, education, emergency contacts and medical conditions. In addition, Staff Information also records criminal history checks and results of department employees.	Out-of-the-box – 8–12 hours
S-67	Record and track case assignment FACTS II will provide for the assignment of cases to workers, track workload assignments, and identify on-call staff. <i>SACWIS VII.A.2(67)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports case assignment through standard Assign/Transfer functionality. This functionality can be use at any time throughout the life of a case to reassign the case or pieces of work within a case to another worker or to transfer the case to another unit or jurisdiction. In addition to the Assign/Transfer functionality of FACTS II, the Workload Management functionality supports the viewing of workloads by individuals to which tasks have been assigned and the viewing of those workloads by supervisory staff. FACTS II supports On Call to record and track on-call schedules for each program area or office. Users can specify through a pick-list which program area is on-call and then can perform a search and/or specify	Out-of-the-box – 8–12 hours

Staff Management: Goal - To provide system support to maintain accurate and current employee information and to assist and support the employee supervision function

RFP #	Requirement Description	Priority	How Met	Est. Hours
			which users are on call for the particular program area.	
S-68	Assist in workload management FACTS II will support the decision-making process in the assignment of cases to workers and help workers to manage their own caseloads (such as providing "to do" lists and prioritization of alerts). <i>SACWIS VII.A.3(68)</i>	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement of identify on call staff. FACTS II supports Workload Management functionality to view of workloads by individuals to which tasks have been assigned and the viewing of those workloads by supervisory staff. Since the management of workload is so central to the daily activities of social workers and their supervisors, we have placed workload management functionality in the FACTS II left navigation bar, which is always visible to the user and help workers to manage their own caseloads and alerts.	Out-of-the-box – 8–12 hours
S-69	Track employee training FACTS II will track employee training needs and training received. <i>SACWIS VII.A.4(69)</i>	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports individual training record to track training received of employee training received information which includes training title, type of training received, date of training received and training received hours. FACTS II's staff management will be enhanced to add employee training needs to track training need of each employee	Extensible – 40–48 hours
S-70	Document employee performance FACTS II will support the staff review and evaluation process ⁴ . <i>SACWIS VII.A.2(70)</i> <i>Optional</i>	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be added with features to support staff review and evaluation process	Custom – 80–88 hours

⁴ Current FACTS can supply data leading to performance but performance plans are not in FACTS, they are stored in the States personnel system. The same approach is intended for FACTS II

Reporting

Reporting: <i>FACTS II must provide for the generation of mandated and user-definable reports.</i>				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-72	<p>Produce AFCARS report FACTS II must produce AFCARS reporting requirements including :</p> <ul style="list-style-type: none"> capture required AFCARS information produce the report in the specified AFCARS format. (The date that the first AFCARS data submission was generated exclusively from the new SACWIS should be included) and apply appropriate quality assurance edits to insure complete, timely and accurate data are collected in the system; apply appropriate extraction methodology and quality assurance provisions to insure that the report is accurate; develop Action plans to correct any AFCARS deficiencies identified through the use of the Data Quality Utility (DQU) or the Data Compliance Utility (DCU) <p>SACWIS VII.B.1b(72)</p>	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement. FACTS II AFCARS reporting that includes</p> <ul style="list-style-type: none"> Captures all information required for AFCARS reporting Produces report in AFCARS format FACTS II provides quality assurance edits to insure complete, timely and accurate data are collected in the system Extraction methodology and quality assurance provisions to insure that the report is accurate Action plans (reports) to correct any AFCARS deficiencies identified through the use of the Data Quality Utility (DQU) or the Data Compliance Utility (DCU) 	Out-of-the-box – 8–12 hours
S-73	<p>Produce other Federal and State reports FACTS II will generate required State and Federal reports, (e.g., IV-E-1) in either paper or electronic formats as required, regular and ad hoc management reports (e.g., workload status, client/case status, performance factors, outcome measures, etc.).</p>	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports generation of required State and Federal reports in electronic format.</p>	Out-of-the-box – 8–12 hours

Reporting: FACTS II must provide for the generation of mandated and user-definable reports.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	SACWIS VII.B.2(73)			
S-74	Produce statistical reports FACTS II will generate statistical reports needed to assist in analysis of the program. SACWIS VII.B.3(74)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports generation of reports and new 200 statistical reports will be developed to assist analysis of the program as specified in Addendum -12.	Custom – 16000–16140 hours

Administrative Support

Administrative Support: Goal - To provide the administrative support necessary to ensure the accuracy, adequacy, and efficiency of the system.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-76	Provide hardware and software security FACTS II security must satisfy: <ul style="list-style-type: none"> the confidentiality requirements granted under section 471(a)(8) of the Social Security Act and section 106(b)(2)(A)(v) of the Child Abuse Prevention and Treatment Act, if child abuse and neglect information is captured in the system. SACWIS VII.C.1b(76)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II security satisfies <ul style="list-style-type: none"> Confidentiality requirements granted under section 471(a)(8) of the Social Security Act and Section 106(b)(2)(A)(v) of the Child Abuse Prevention and Treatment Act, if child abuse and neglect information is captured in the system. 	Out-of-the-box – 8–12 hours
S-78	Archive and purge FACTS II will provide for purging and archiving of inactive records and closed cases. SACWIS VII.C.2(78)	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will be customized to support parameterized archive and purge such as inactive records and closed cases	Custom – 480–520 hours
S-80	Provide on-line system documentation FACTS II will provide an on-line policy/procedures manual, user guides, and other system	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. FACTS II will provide on-line and computer based training for system users. Deloitte will work with DSCYF to develop online training curriculum and	Custom – 960–1040 hours

Administrative Support: Goal - To provide the administrative support necessary to ensure the accuracy, adequacy, and efficiency of the system.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	documentation as needed, such as field help screens. SACWIS VII.C.4(80)		CBT to train the system users	
S-81	Provide on-line training The FACTS II vendor will provide on-line, computer-based training for system users SACWIS VII.C.5(81)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II will provide on-line and computer based training for system users. Deloitte will work with DSCYF to develop online training curriculum and CBT to train the system users. This requirement is covered under training requirements	Out-of-the-box – 8–12 hours

Interfaces

FACTS II must support electronic links between the child welfare and other systems to receive, transmit, and verify case and client information in order to provide for the effective and efficient transfer of information between SACWIS and other automated systems.

Required Interfaces

Required Interfaces: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-82	Required Interfaces FACTS II will provide for an electronic data interface with the following systems: <ul style="list-style-type: none"> Title IV-A (TANF) [establish IV-A eligibility as necessary to determine IV-E eligibility, identify potential resource for IV-E child, avoid duplicate payments under IV-E and IV-A programs] Title IV-D (Child Support 	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS solution offers functionality to interface with Title IV-A (TANF), Title IV-D (Child Support Enforcement) with functionality to establish a child support case and identify potential resources for the IV-E child. FACTS II will be extended to determine Medicaid (Title XIX) eligibility. FACTS II offers functionality to interface with Medicaid. FACTS II is fully compliant with National Child Abuse and Neglect Data Systems (NCANDS) reporting	Extensible – 40–48 hours

Required Interfaces: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	<p>Enforcement) [establish a child support case and identify potential resources for the IV-E child]</p> <ul style="list-style-type: none"> • Title XIX (Medicaid) [establish Title XIX eligibility] • Child abuse and neglect data system (FACTS II Will have an integrated Abuse and Neglect Component) <p>SACWIS VIII.A. 1(82), SACWIS VIII.A. 1a(83), SACWIS VIII.A. 1b(84), SACWIS VIII.A. 1c(85)</p>		requirements.	

Optional Interfaces

Optional Interfaces: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-87	<p>Optional Interfaces FACTS II will provide additional interfaces with automated systems within the State, such as⁵.</p> <ul style="list-style-type: none"> • State Central Registry child abuse and neglect • Social Security Administration for title II and SSI information • State financial system, (First 	1 - Must Have	<p>Deloitte's proposed FACTS II partially meets this requirement.</p> <p>FACTS II contains interfaces for Medicaid(ACEDS), Court Hearing (JUSTIS), Online Complaints (CIP), Children's Hospital (CNMC). Deloitte will customize the above interfaces and add the missing interfaces as per the requirements of DSCYF.</p>	Extensible – 320-360 hours

⁵ The State Central Registry child abuse and neglect, Juvenile Justice, and Juvenile Mental health services are part of the FACTS II system, as such these will not necessarily be interfaces in the conventional sense but functionality in support of the sharing of relevant information

Optional Interfaces: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	State Financials) <ul style="list-style-type: none"> • State Licensing System • Vital Statistics • Court system • Juvenile Justice • Mental health/retardation • State Department of Education SACWIS VIII.A.1(87)			

Quality Assurance

FACTS II must support the review of case files for accuracy, completeness, and compliance with Federal requirements and State Standards.

Quality Assurance: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-88-1	Provide edits for critical data FACTS II will provide appropriate edits, ranges, checks and prompts for critical or incomplete data. Critical data are defined as anything required for State or Federal reporting or audit (e.g., AFCARS data, child welfare program and eligibility reviews). SACWIS IX.A.1(88),	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II provides a user interface that is consistent throughout the application, in addition to intuitive navigation paths that support business workflow. The GUI provides a consistent look and feel and data collection standards that help users identify critical data elements such as mandatory, conditional mandatory and AFCARS related fields. FACTS II provides the ability to review data prior to saving, the ability to copy or duplicate entered data, as well as a framework for providing help and instruction to users (such as a prompt message).	Out-of-the-box – 8–12 hours
S-88-2	Provide procedures for supervisory oversight and	1 - Must Have	Deloitte's proposed FACTS II fully meets this	Out-of-the-box –

Quality Assurance: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	authorization FACTS II will incorporate procedures for appropriate supervisory oversight and authorization related to case file review. SACWIS IX.A.1(88)		<p>requirement.</p> <p>FACTS II supports appropriate supervisory approval. As the case moves through different phases, breakpoints are introduced which require case file review or approval before the case can move forward. Proposed solution's inbuilt workflow engine functionality supports supervisory oversight and authorization related to case file review.</p> <p>Supervisor can address the authorization in the following ways:</p> <ul style="list-style-type: none"> • Approved • Denied. In these cases, the request is returned to the case worker in a rejected status • Sent back. In these case, the request is returned to the case worker for additional information 	8–12 hours
S-88-3	Random Sampling FACTS II will support random sampling based on variable characteristics for audit and other purposes SACWIS IX.A.1(88)	1 - Must Have	<p>Deloitte's proposed FACTS II will be customized to meet this requirement.</p> <p>FACTS II will be customized to support random sampling based on variable characteristics for audit purposes of case/clients from counties.</p> <p>Proposed solution will create a new component Request Sample for searching on variables characteristics and marking samples randomly from search result. The marked samples will be sent to case workers to submit case/client information to the sample reviewer for auditing purpose.</p> <p>Alabama FACTS solution has already implemented the solution of random sampling and auditing.</p>	Custom – 200 hours
S-88-5	Track outcome measures and support trend analysis FACTS II will facilitate the tracking of outcome measures via program managers, and support trend analysis of results. SACWIS	1 - Must Have	<p>Deloitte's proposed FACTS II fully meets this requirement.</p> <p>Proposed solution records all the outcomes of the case using different component in the FACTS solution which includes CPS Outcome for intake outcome, Investigation Closure for overall</p>	Out-of-the-box – 8–12 hours

Quality Assurance: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	IX.A.1(88)		assessment findings, Case Closure for Case outcome, Case Plan Report for service/case plan outcome. These components help to support trend analysis which can be performed using this data.	
S-88-6	Generate management reports on client demographics and needs FACTS II will generate summary management reports on client demographics and needs. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports generating management reports on client demographics and needs. The management reports will be extended to support State specific client demographics/needs related reports requirement.	Extensible – 40–48 hours
S-88-7	Produce reports on length of time in foster care FACTS II will produce reports on the length of time in foster care categorized by identified service needs and services provided. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II partially meets this requirement. FACTS II supports generating reports to display clients based on length of time in foster care and the report will be extended to support categorizing the foster care duration by indentified service needs and service provided.	Extensible – 40–48 hours
S-88-8	Track critical actions for IV-B and IV-E related cases FACTS II will track referrals and all required time-sensitive actions for title IV-B and IV-E related cases, such as initial and ongoing Administrative Case Reviews, investigations and time sensitive treatment and service plans. SACWIS IX.A.1(88)		Deloitte's proposed FACTS II fully meets this requirement. FACTS II tracks referrals and all required time-sensitive actions for title IV-E and IV B related cases, such as initial and ongoing Administrative Case Reviews, investigations and time sensitive treatment and service plans.	Out-of-the-box – 8–12 hours
S-88-9	Provide an alert system for required case actions FACTS II will alert line, supervisory, and management staff when required action is delayed beyond a Federal, State, or	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports common alert management to signal workers, supervisor and management staff of milestones and other important dates during the Service Case. Based on user-defined rules, FACT II	Configurable – 24–28 hours

Quality Assurance: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
	court mandated time frame. SACWIS IX.A.1(88)		calculate the date and automatically alert workers/supervisors/managements staff to upcoming events, including an alert to immediately alert when required action is delayed beyond a rule defined time frame. In addition, proposed solution's workflow engine automatically escalate unaddressed alerts/ticklers on a pre-defined escalation path if a set period of time has passed. Proposed solution's alert functionality will be configured based on Delaware State or Court time frames.	
S-88-10	Automat Referral for delays FACTS II will automatically request an investigation and track the case to ensure its completion in cases where a reviewer enters information on an apparent problem of abuse or neglect in a foster home. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Hotline report tracks abuse or neglect incidents reported in a foster home.	Out-of-the-box – 8–12 hours
S-88-11	Link data to determine IV-E eligibility FACTS II will maintain and link variable and static data used to determine eligibility for title IV-E payments. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II uses the IV-E eligibility screens to determine eligibility for IV-E based on static information such as demographic and variable data such as income, custody, trail visits, etc.	Out-of-the-box – 8–12 hours
S-88-12	Establish data relationships between providers, clients and payments FACTS II will establish data entity relationships between providers, clients, and payments. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports service log where service referrals are initiated, where Providers are linked to the service recipient (client) and the actual receipt of service delivery is tracked.	Out-of-the-box – 8–12 hours

Quality Assurance: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
			Proposed solution's Demand Payment of Finance management supports data entry relationship between provider, clients and any type of payments. Proposed solution's Disbursement supports data entry relationship between provider, clients and county paid payments.	
S-88-13	Account for financial reconciliation payments FACTS II will account for appropriate financial reconciliation of payments including overpayments and recovery by occurrence. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports batches to record and track overpayments/adjustments for those providers that have been overpaid or underpaid.	Out-of-the-box – 8–12 hours
S-88-14	Maintain comprehensive case management data FACTS II will contain all data necessary to effectively manage a case. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II contains all data necessary to effectively manage a case.	Out-of-the-box – 8–12 hours
S-88-15	Multiple Case Support FACTS II must be able to track a child across multiple cases and / or occurrences SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II fully supports tracking an individual child to multiple cases. Within FACTS II each case is client based, and a link is created and maintained between the client and their cases. Thus, the same client may be linked to multiple cases within the system.	Out-of-the-box – 8–12 hours
S-88-16	Support quality assurance reviews FACTS II (the quality assurance function) will support the review of case files for accuracy, completeness, and compliance with Federal requirements and State standards. SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports reviewing of case files for accuracy, completeness and compliance with proper security rights in the application. In addition, with appropriate security one can open closed cases also for review.	Out-of-the-box – 8–12 hours

Quality Assurance: Goal - To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-88-17	AFCARS reporting FACTS II must capture and transmit all known cases in the AFCARS report, including cases with incomplete information or untimely actions SACWIS IX.A.1(88)	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II supports missing information which summarizes all AFCARS-related data elements for workers to review and identify gaps in data collection. Supervisory staff can use this mechanism to spot check case files for accurate data collection, and assign workers to check and update 'Missing Information' prior to running the AFCARS report.	Out-of-the-box – 8–12 hours

New Initiatives

FACTS II must supports the following Federal Child Welfare related initiatives: the Adoption and Safe Families Act, the Adoption Incentive Program, the Annual Report on State Performance, Child Welfare Demonstration Projects, the Child and Family Services Reviews, the Title IV-E Eligibility Reviews, the Foster Care Independence Act of 1999 – Chaffee Foster Care Independence Program (CFCIP), the Safe and Timely Interstate Placement of Foster Children Act of 2006, the Adam Walsh Child Protection and Safety Act of 2006, the Child and Family Service Improvement Act of 2006, Private Providers and the Deficit Reduction Act (DRA) of 2005.. The SACWIS system supports all State Child Welfare initiatives.

Adoption and Safe Families Act

Adoption and Safe Families Act				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-1	FACTS II must record and track the "reasonable efforts" requirement to finalize a child's permanent plan. SACWIS Appendix C.1	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II documents and tracks reasonable efforts were made to reunify the child with the family and finalize a child's permanency plan	Out-of-the-box – 8–12 hours
S-C-2	FACTS II must track whether a criminal record check has been completed prior to the placement	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II tracks criminal record check for all providers during licensure and approval of	Out-of-the-box – 8–12 hours

Adoption and Safe Families Act				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	of a child in a foster or adoptive home. SACWIS Appendix C.2		foster or adoptive provider	
S-C-3	FACTS II must record and track whether any court determined aggravated circumstances (as defined by State law) exists. SACWIS Appendix C.3	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II tracks court determined aggravated circumstances in permanency hearing screen	Out-of-the-box – 8–12 hours
S-C-4	FACTS II must track and report if the permanency hearing is held for the child within thirty days after the determination, If it is determined that reasonable efforts to reunify the family are not required, due to the existence of aggravated circumstances. SACWIS Appendix C.4	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II generates alert to worker to schedule a permanency hearing within thirty days after the determination. FACTS II tracks permanency hearing held for the child within thirty days after determination	Out-of-the-box – 8–12 hours
S-C-5	FACTS II must support the notification requirement to the foster parent, pre-adoptive parent, or relative providing care for a child, of the right to be heard in permanency hearings and six-month periodic reviews held with respect to the child. SACWIS Appendix C.5	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II generates alert to workers and notifications to foster parent, pre adoptive parent or relative providing care for a child and all parties involved in the permanency hearings and six month periodic reviews held with respect to the child	Out-of-the-box – 8–12 hours
S-C-6	FACTS II must support the tracking of a child in foster care fifteen of the last twenty-two months. SACWIS Appendix C.6	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II placement module tracks children in foster care as well as for any period of time in the past	Out-of-the-box – 8–12 hours
S-C-7	FACTS II must provide for the documentation in the case plan of compelling reasons exist for not filing a termination of parental rights petition.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II Case plan allows documentation of compelling reasons that exist for not filing a termination of parental rights petition	Out-of-the-box – 8–12 hours

Adoption and Safe Families Act				
RFP #	Requirement Description	Priority	How Met	Est. Hours
SACWIS Appendix C.7				
S-C-8	FACTS II Must be able to track if the services necessary for the safe return of the child have been provided to the child's family within the time period defined in the case plan. SACWIS Appendix C.8	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II allows monitoring services that are being provided to the child and family within the time period specified in the case plan	Out-of-the-box – 8–12 hours
S-C-9	In the case of a child for whom the permanency plan is adoption or placement in another permanent home, FACTS II must track and record the steps the agency is taking to find an adoptive home or other permanent living arrangement? SACWIS Appendix C.9	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's adoption module fully documents and tracks recruitment efforts made to recruit adoptive home or other permanent living arrangement	Out-of-the-box – 8–12 hours

Adoption Incentive Program

Adoption Incentive Program				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-10	FACTS II must support the data collection efforts for the Adoption Incentive Program. SACWIS Appendix C.10	1 - Must Have	Deloitte's proposed FACTS II will be customized to meet this requirement. Deloitte's proposed FACTS II's Adoption module will be customized to add data elements to capture and meet the requirements of the Adoption Incentive Program.	Custom – 40–48 hours

Annual Report State Performance

Annual Report State Performance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-11	FACTS II must support the data collection needs for the outcome measures used to assess State performance in operating child protection and child welfare programs under title IV-E. SACWIS Appendix C.11	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II collects data required for the outcome measures to assess State performance in operating child protection and child welfare programs under title IVE-Eligibility. The information is reported through Penetration reports of the MS-Reports module.	Out-of-the-box – 8–12 hours

Foster Care Independence Act of 1999 – Chaffee Foster Care Independence Program (CFCIP)

Foster Care Independence Act of 1999 – Chaffee Foster Care Independence Program (CFCIP)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-16	FACTS II must the data collection requirements in the CFCIP. How does the system track independent living services being provided to all youth in care? How does the system support the collection of outcomes for youth at ages 17, 19, and 21 per the NYTD requirements. SACWIS Appendix C16	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II offers batch programs which identify the independent services as categorized by the steering committee. FACTS II offers the NYTD portal that to capture the youth survey response.	Out-of-the-box – 8–12 hours

Safe and Timely Interstate Placement of Foster Children Act of 2006

Safe and Timely Interstate Placement of Foster Children Act of 2006				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-17	FACTS II must support the timely home study procedures and requirements of section 471(a)(25) and (26) of the Social Security Act.	1 - Must Have	Deloitte's proposed FACTS II fully meets this requirement. FACTS II's Provider Home Study screen allows workers to document periodic home study assessments and findings as defined in the Social	Out-of-the-box – 8–12 hours

Safe and Timely Interstate Placement of Foster Children Act of 2006

RFP #	Requirement Description	Priority	How Met	Est. Hours
	SACWIS Appendix C17		Security Act.	

Adam Walsh Child Protection and Safety Act of 2006

Adam Walsh Child Protection and Safety Act of 2006

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-18	<p>FACTS II must support the Adam Walsh Child Protection and Safety Act of 2006. Include the following areas in your response:</p> <ul style="list-style-type: none"> Tracking/ documenting criminal backgrounds and CAN registry information; Authorizing title IV-E eligibility payments in accordance with the restrictions related to parent felony convictions; Protecting information obtained from CAN registries. <p>SACWIS Appendix C18</p>	1 - Must Have	<p>Deloitte's proposed FACTS II will be customized to meet this requirement.</p> <p>Deloitte's proposed FACTS II will be customized to support functionality as mentioned in the Adam Walsh Child Protection and Safety Act of 2006.</p>	Custom – 80–88 hours